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**FIRST TECHNOLOGY FEDERAL CREDIT UNION WELCOMES THREE NEW SENIOR LEADERS**

***John Robinson joins as Senior Vice President of People, Lisa Banner as Senior Vice President of Enterprise Operations and Scott Sanford as Vice President of the Contact Experience Center***

**PORTLAND, Ore. and ROCKLIN, Calif. (January 22, 2020)** – [First Technology Federal Credit Union](#), the nation's premier credit union serving technology companies, announces the hiring of three new seniors leaders to its leadership team.

**John Robinson joins First Tech as its new Senior Vice President of People.** Robinson brings a wealth of knowledge and experience in developing human resource strategies for global organizations. At First Tech, he will lead its Human Resources and Learning and Development Team. In his role, Robinson will implement strategies to align teams and improve the employee experience throughout the organization. He is based at First Tech's Hillsboro Corporate Campus.

"John's leadership expertise in building data-driven people strategies in tech related industries will be a tremendous asset to the organization," said Monique Little, First Tech's Chief People and Administrative Officer. "We've seen incredible growth and I'm confident John's holistic approach toward building employee-centric programs will benefit the entire organization and employees at every stage of their career."

Prior to joining First Tech, Robinson was the Chief Human Resources Officer at Absolute Software based in Canada where he oversaw HR strategy, talent management and organizational development. He has worked in several industries, including technology, software development, consulting and engineering. He is a former U.S. Marine and graduate of Missouri State University.

**First Tech welcomes Lisa Banner as its new Senior Vice President of Enterprise Operations.**

Banner will lead multiple operational business units at First Tech, including payments, fraud, and deposit and branch operations. Playing an integral role in the design, establishment, implementation and ongoing assessment of operational processes and systems that are member-centric, Banner will balance operational objectives and organizational risk tolerance. She will join First Tech in February at its Hillsboro Corporate Campus.

"Lisa brings deep expertise in a wide array of financial services operations from several financial institutions to our organization," said Little. "Her experience and operational leadership directly supports our commitment to bringing world class technology-enabled products and services for our employees and members."

Most recently, Banner served as the Executive Vice President and Director of Shared Services at Heritage Bank where she oversaw key operating teams in a fast-growing organization, ensured operational excellence, regulatory compliance and enhanced employee and member experiences. Prior to Heritage Bank, Lisa held leadership roles in Audit, Technology, Fraud Operations and Business Transformation at Zions Bank.

Banner is a graduate of Portland State University, holds an MBA from Westminster College and a Masters of Banking from Pacific Coast Banking School at University of Washington. She was also ranked in the top ten of *U.S. Banker Magazine's* "25 Women to Watch."

**First Tech announces Scott Sanford as its new Vice President of the Contact Experience Center.** Sanford is a seasoned customer service professional with more than 28 years of experience leading customer-centric companies. In his role, Sanford will focus on enhancing First Tech's new IVR system designed to reduce call volumes and add additional security for members through voice verification. He will support First Tech's customer service representatives to better serve the needs of our members today and into the future. Sanford is based at First Tech's Rocklin Corporate Office.

"Scott's knowledge and leadership will be a vital resource for our members, our Contact Experience Center and our entire organization," said Steve Owen, First Tech's Chief Retail and Marketing Officer. "His experience lends itself to guiding our dynamic team on our journey as we strive to become America's most admired credit union."

Sanford most recently served as Vice President of Customer Operations for PG&E and as Senior Director of Customer Service for Comcast in years prior. Sanford holds a Bachelor's degree from the University of South Dakota and an MBA from Regis University.

### **About First Tech Federal Credit Union**

First Tech Federal Credit Union is a \$12+ billion institution headquartered in San Jose, California. It is the nation's premier credit union serving the world's leading technology-oriented companies and their employees, including HP Inc., Hewlett Packard Enterprise, Microsoft, Agilent, Intel, Cisco, Amazon, Nike, Intuit, Google, and more. First Tech is recognized as the industry catalyst for delivering effortless banking experiences to more than 620,000 members through its 41 branch locations, more than 5,600 CO-OP Shared Branch locations, 30,000 CO-OP Network ATMs, and online platforms. First Tech offers a full range of financial services, including traditional banking, online banking, mortgages, financial planning, various consumer loans, and insurance services. Federally insured by NCUA. Equal Housing Lender. For more information, visit [www.firsttechfed.com](http://www.firsttechfed.com).

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