



# Marisela Rios



## Experience

### ***Security Service Federal Credit Union- November 2012 to Present***

#### **Vice President- Member Service- June 2017- Present**

- Responsible for the overall operations of Member Service for the Mountain region including Branch Operations, Operational Training, and Business Development to include Field of Membership expansion.
- Oversee resource allocation for the district
- Oversee departmental functions to meet the enterprise strategic plan and monitors departmental performance against those objectives.
- Completes any other job-related duties needed to help drive to our Vision, fulfill our Purpose, and abide by our Organization's Values.

#### **Senior Manager- Contact Center- 11/2012- June 2017**

- Led and responsible for a team of 64 agents, and 5 supervisors for inbound contact center
- Responsible for training and development to achieve all key performance Indicators and goals within contact center
- Monitor, organize, and coach team each day to KPI's, QA, and processing issues that arise
- Interview and hire new candidates
- Organize and implement new hire classes for El Paso contact center
- Responsible for expansion of the El Paso contact center to include input and monitoring of hiring, build out and construction for expansion

### ***State Farm Insurance, El Paso, Tx - August 2008- August 2012***

#### **Insurance Agency Owner/Agent**

### ***Verizon Wireless/Alltel Communications- October 1999 – June 2008***

#### **Director of Business Sales El Paso, Tx./Southern New Mexico**

## Education

### ***University of Phoenix El Paso- 03/99 – 02/01***

BS in Business Management

## Community Outreach

- El Paso Chapter of CU- Marketing Committee 2012 - 2016
- Financial Women in Texas 2012 – 2013
- Leadership El Paso participant- 2015
- Armed Services YMCA- BOD Secretary 2018 - Current