



Jacqueline Perez has been in the banking industry for 15 years and 9 of those years in the credit union space. She enjoys helping people, whether that means a member or an employee. Seeing life through a holistic approach is her daily goal in personal or business, this is why we exist in the credit union community. Jacqueline is currently the Director of Remote Delivery and Digital Banking at Pasadena Federal Credit Union where she manages the Contact Center team. Her areas of expertise include management, membership retention & growth, leadership, and risk management. Jacqueline participates in the Emerging Credit Union Leaders Council, was a mentee in the 2022 NLCUP mentorship program and actively volunteers with the City of Pasadena Collaborative Groups. She is also currently attending CUNA Management School and is set to graduate in 2024.