

Doug Marshall

Executive Vice President, and Chief Digital and Product Officer



With more than 30 years of financial services experience, Doug Marshall is a dynamic and innovative leader. As chief digital and product officer, Doug leads BECU's digital and product division, where he is focused on identifying emerging market trends, developing and deploying digital, data and product strategies to address those trends, as well as ensuring the credit union's products and services help members improve their financial well-being.

Since joining Washington's largest credit union in 2013, his special areas of focus have included retail banking, digital, branch, contact center and ATM channels, experience design, payments, as well as product development, pricing and management.

Prior to BECU, Doug served as chief membership officer at First Tech Federal Credit Union, where he was responsible for all aspects of the member experience, including marketing, mortgage, branches, call center, digital and ATM channels serving over 300,000 members in the technology community. Before that, he held senior management positions at Washington Mutual and Bank of America where he respectively served as senior vice president of Deposit and Payment Products and senior vice president of Brand Management and development.

Doug earned his Master of Business Administration at the University of Washington's Foster School of Business and has served on the boards of First Place, Junior Achievement (JA) of Washington and Raining Data.