

Melanie Walsh

Executive Vice President and Chief Administrative Officer



With more than 25 years of experience in the financial services industry, Melanie Walsh currently leads BECU's Human Resources (HR) and Administration division. Since joining the credit union in 1989, she has led various operational areas of the organization spanning nearly every function of retail banking: call center, branch operations, payments, deposit and loan servicing and, beginning in 2017, HR and Administration.

Melanie brings deep operational experience with progressive HR expertise to Washington's largest credit union. As chief administrative officer, she is accountable for BECU's overall people strategy, including diversity, equity and inclusion, total rewards, and talent management. Melanie is also responsible for overseeing the cooperative's administration areas, such as facilities operations and engineering, real estate acquisition and disposition strategy, enterprise fraud management, bank secrecy and anti-money laundering, physical security, ATM operations and deposit and payment operations.

Prior to becoming chief administrative officer, Melanie served as BECU's vice president of servicing, retail and contact center, where she was responsible for management and planning across multiple operational areas, including servicing for loans, payments, deposits, contact center and retail sales operations. Before that, she was vice president of member care,

where she brought member care and call center functions together to create an efficient, seamless service organization.

In her spare time, Melanie is equally dedicated to giving back and supporting her community. She currently serves as a trustee on the Board of Leadership Tomorrow, where she serves on the Governance Committee and Co-chairs the Resource Development Committee. Melanie earned her Bachelor's degree in Business Management from the University of Phoenix.