

## Shawna Thompson

### Executive Vice President and Head of Operations



Shawna Thompson is BECU's executive vice president and head of operations. Since joining the credit union more than 30 years ago, she has held product and operational leadership roles across the organization's lending, finance, audit, product management and operations functions.

Shawna brings deep operational experience with progressive administration expertise to Washington's largest credit union. As the head of operations, Shawna leads a dedicated focus to operational efficiency and effectiveness across BECU's lending and credit operations, deposits and payments operations, fraud and default management as well as real estate and facilities.

In her prior role as BECU's vice president of Servicing Operations, she oversaw business strategies for servicing of deposits, debit cards, credit cards and ATM Operations, and processing of all deposits and payments, including ACH and wire transfers, and checks. She also ensured effective controls and compliance with federal and state regulations for all servicing processes.

In her spare time, Shawna is equally dedicated to giving back and supporting her community. She currently sits on the board of the Hearing, Speech and Deaf Center (HSDC) and chairs BECU's Achieving Disability Awareness Employee Resource Group. Shawna earned her Bachelor of Science degree in Business and Marketing from Western Oregon University and holds several operational excellence certifications, including a Six Sigma Yellow Belt.