



Contact: Alisa Erbland
Communications & Creative Lead
Phone: 800.724.9282
Email: aerbland@reliantcu.com

For Immediate Release

Reliant Community Credit Union Promotes Several on Member Services Team

SODUS, N.Y., March 13, 2019 — Reliant Community Credit Union is pleased to announce the promotion of several staff on the organization’s member services team. Reliant strives to offer interesting and rewarding work for all employees, and takes pride in helping to foster employee growth and development.

“The corporate culture here is positive and pervasive—we work as a team and grow as a team,” said Richard Sellwood, Vice President of Member Services. “When we have the opportunity to evaluate the credit union’s management structure for growth, it’s always rewarding when the environment we have cultivated allows us to promote from within.”

Tammi MacKerchar has been promoted to the role of Branch Operations Manager. In this new role, Ms. MacKerchar will focus on the streamlining and consistent application of branch operations throughout the network, ensuring convenience and the delivery of exceptional service while also working with the managers to achieve key sales objectives. Ms. MacKerchar joined Reliant in 2005, and has served in a variety of member services roles since that time, most recently as Branch Manager II at Reliant’s Newark branch. She lives in Penn Yan with her children, and she is a member of the Penn Yan Elks Lodge.



Tammi MacKerchar

Ms. MacKerchar said, “I am looking forward to traveling to the different branch locations and playing an integral role in fostering the growth and development of the branch managers and their teams.”

Arelis Aponte, Amanda DeSain, and Melissa Streber have each been promoted to the role of Branch Manager II, a position responsible for overseeing multiple branches—specifically managing, motivating, and setting an example of exceptional service for their respective teams.

In her role as Branch Manager II, Arelis Aponte will manage Reliant’s Irondequoit branch, and oversee the Brockport branch and the All-Branch Team. Mrs. Aponte has 11 years of experience with Reliant, working in a variety of branch positions before assuming her most recent role as Branch Manager I in 2013. Mrs. Aponte is



Arelis Aponte



Contact: Alisa Erbland
Communications & Creative Lead
Phone: 800.724.9282
Email: aerbland@reliantcu.com

an active member of the Hispanic community in the Rochester area and most recently graduated from the United Way’s Latino Leadership Development Program. She has a passion for helping others and giving back to her community. An Irondequoit resident, Mrs. Aponte is the Treasurer and volunteer with Puerto Ricans United in the Distance—a humanitarian relief effort organization formed in response to an influx of newly arrived residents after Hurricane Maria. In her spare time, she enjoys church, traveling and spending time with her family—her husband, Ramon; and her children, Alani, Jayden and Adrian.

About her new role, Mrs. Aponte said, “I look forward to taking on new responsibilities, facing new challenges, learning, growing and further developing as a leader. I am continuously thankful to be part of an organization that supports career development and whose philosophy of ‘people helping people’ is displayed every day.”

Amanda DeSain will manage the Newark branch and oversee the Macedon branch in her new role as Branch Manager II. She has been a member of the Reliant team since 2015, when she was hired as manager for Reliant’s Henrietta branch. Since that time, she has managed the Geneva branch, and most recently the Macedon branch. Ms. DeSain currently resides in Newark with her husband and four children. In her spare time, she enjoys spending time doing “everything or nothing at all” with her immediate and extended family. She also enjoys reading, cooking, and participating in one or two 5K races each year.



Amanda DeSain

When asked what she most looks forward to in her new position at Reliant, Ms. DeSain said, “I look forward to working with the Reliant team, not only to reach our own branch/organization goals, but also to help our members achieve theirs.”

In her new role as Branch Manager II, Melissa Streber will manage Reliant’s Canandaigua branch and oversee the Geneva and Henrietta branches. Ms. Streber has been with the credit union since 2017, when she was hired to manager Reliant’s Canandaigua branch. She lives in Farmington with her husband and their three children. In her spare time, Ms. Streber enjoys spending time with her family, biking, reading, and tackling DIY house projects.



Melissa Streber



Contact: Alisa Erbland
Communications & Creative Lead
Phone: 800.724.9282
Email: aerbland@reliantcu.com

“I look forward to continuing to live the credit union philosophy of ‘people helping people’ every single day,” said Ms. Streber. “I believe in this philosophy and I am excited to serve our members in Canandaigua, Geneva, Henrietta, and the surrounding areas. I also look forward to working with the wonderful people that make Reliant so special. I am very proud to be a part of this team!”

Alexandria Burnett and Marcy Mitchell have each been promoted to the role of Branch Manager I, at Reliant’s Webster and Macedon branches, respectively. In her new role, each will oversee the growth and development of member relationships within the branch community, while managing branch operations, staff development, and interactions with local businesses and community organizations.

Joining Reliant in 2013 as a Member Service Advisor in Reliant’s Henrietta branch, Alexandria Burnett also served members as Teller Supervisor in Sodus before assuming her most recent role as Sodus Assistant Branch Manager in 2018. Ms. Burnett holds an Associate’s Degree from Monroe Community College and a Bachelor’s Degree in Psychology from SUNY Geneseo. She lives in Wolcott with her husband and two children. In her spare time, she enjoys spending time with her family and traveling.



Alexandria Burnett

“I am truly looking forward to building relationships with our members in Webster and throughout Monroe County,” said Ms. Burnett about her new role.

“I am excited to share my knowledge with a new team and am hoping that together, we can help our members improve their financial lives!”

Marcy Mitchell joined the credit union team in 2009, and has served Reliant members in a variety of roles since that time, on Reliant’s Sodus, Webster, All-branch, and Newark teams. Most recently, she served as Assistant Manager of Reliant’s Newark branch. Ms. Mitchell is currently pursuing an associate’s degree in business administration from Finger Lakes Community College. She serves as the Vice President, Boys’ Representative, of the Wayne Central Soccer Booster Club. In her spare time, Ms. Mitchell enjoys spending time with her family and friends relaxing. She and her husband also spend many



Marcy Mitchell



Contact: Alisa Erbland
Communications & Creative Lead
Phone: 800.724.9282
Email: aerbland@reliantcu.com

hours on the sidelines of games, watching and cheering their children on as they play sports.

“The best thing about working at Reliant is helping members and co-workers grow and succeed,” said Ms. Mitchell. “In my new role, I am excited to build relationships in the Macedon community and branch. I am excited to share my love of the credit union and my knowledge with staff to help them succeed.”

Meghan Oosterling and Jessica Wright have each been promoted to the role of Assistant Branch Manager, at Reliant’s Irondequoit and Canandaigua branches, respectively. In her new role, each will assist with the development of member relationships within the branch; assist in the organizing, planning, and direction of the branch; and be responsible for maintaining a high service quality by ensuring that all Reliant members receive friendly, personal and professional service.

Ms. Oosterling joined the Reliant team as All-Branch In-Store Assistant Manager in 2017, where she was responsible for writing schedules, assisting in monthly audits, and managing the team of all-branch staff who work in Reliant’s branches located within Walmart stores. Ms. Oosterling lives in Rochester with her husband. In her spare time, she enjoys working out, taking cycling classes, hiking and anything outdoors. She loves spending time with her husband and walking their dog, Oliver.



Meghan Oosterling

When asked about what she likes about working at Reliant, Ms. Oosterling said, “I enjoy working with members every day and finding different ways to save them money to have a positive financial impact on their lives. I look forward to meeting more new members and learning about Irondequoit and the surrounding community!”

Jessica Wright joined the Reliant team as a teller in the Sodus branch in 2016, and in 2017, she was promoted to Canandaigua Branch Supervisor. As Branch Supervisor, she provided leadership to staff to achieve goals, and worked closely to develop and motivate staff. Ms. Wright holds an Associate’s Degree in business administration from Monroe Community College. In her spare time, she likes to spend time with her family, draw, paint, and kayak.



Jessica Wright



Contact: Alisa Erbland
Communications & Creative Lead
Phone: 800.724.9282
Email: aerbland@reliantcu.com

“I love how Reliant is always focused on people, whether they be staff or members. Everyone genuinely follows the ‘people helping people’ philosophy,” Ms. Wright said about Reliant. “I feel honored to be part of a team that consistently focuses on the development of others.”

Reliant Community Credit Union, which began locally in 1970, is a \$433 million credit union serving more than 40,000 members. Eligibility is available to all who live, work, worship, attend school, or volunteer in Monroe, Ontario, and Wayne counties. Reliant currently has branches in Brockport, Canandaigua, Geneva, Henrietta, Irondequoit, Macedon, Newark, Sodus, and Webster. A full-service financial institution, Reliant offers a complete range of financial products and services, including mortgages. For information regarding membership or employment, contact the credit union at 800-724-9282 or visit reliantcu.com.

###