

# C O N N E C T I O N S

NEWS | UPDATES | INFORMATION

## Our Core Values



### CLIENT FOCUS

Act as an extension of our clients' teams, defining their priorities and opportunities as our own.



### TEAMWORK & COLLABORATION

Trust in the transformative power of collaboration with clients and partners to create lasting, high-value solutions. Share in celebrating our clients' success.



### EXCELLENCE

Take personal pride in every aspect of work, and do it in a way that leaves an enduring mark of excellence.



### INTEGRITY

Form lasting relationships built on honesty and trust, by honoring and delivering on commitments.



### INNOVATION

The best results are achieved by continually challenging the status quo and seeking to innovate in small ways or large.

## President's Message

Dear Valued Clients,

Welcome to the Winter edition of our Connections newsletter.

This season is about reflecting on all the things we're grateful for. And here at WRG, I speak on behalf of our whole team in saying we're grateful for the wonderful relationships we have with our clients and business partners. We're also grateful to be part of a movement that makes a difference in the lives of consumers and small businesses, providing access to financial services from providers who always put the account owner's needs ahead of everything else. Our clients do the heavy lifting in that mission, but we're proud to stand behind them.

I'm also very pleased this quarter to report that we've recently welcomed three new team members to WRG. Joseph Moreno and Jazzarae Tainatongo joined our Client Services team led by Sonia Safri. And Tim Leahy joined us as Senior Sales Executive, with a focus on our UNITRI Managed Services business.

On behalf of the entire WRG team, I wish you the very best throughout the holidays and in the new year. If I can ever be of direct assistance to you, please reach out to me at [dcerwinski@wescomresources.com](mailto:dcerwinski@wescomresources.com).



All the best,

**Dave Cerwinski**

*President, Wescom Resources Group*

## Wescom Resources Group is Growing!

We are excited to welcome **Tim Leahy, Senior Sales Executive** to the WRG team!

In his role, Tim will be focused on the growth and expansion of WRG's Unitri Managed Services solution that supports over 45 credit unions nationwide.

According to Dave Cerwinski, President, Wescom Resources Group, "Tim brings a long track record of success in supporting the growth of enterprise organizations through the effective use of software and managed services solutions."



We are also pleased to announce that **Kerry Dolan Schiappa, Director of Sales & Marketing**, will be taking on additional responsibilities focused on the growth and expansion of WRG's Tellerly branch automation solution. Tellerly currently serves a nationwide client base of over 25 credit unions with over \$55 Billion in assets, in support of 3.5 million members.

"Kerry has been instrumental in the growth of this product at WRG in recent years, having personally sold the solution to most of our Tellerly clients," Cerwinski says.

In addition to her increased sales responsibilities, Kerry will continue to oversee WRG's marketing activities.

*Please join us in congratulating Kerry and Tim!*



Employee Spotlight:

**JENNIFER FOYER | Senior Project Lead**



Jennifer Foyer has worked at WRG for the past 18 years, and at Wescom Credit Union for a total of 29 years. She began her Wescom journey as a part time Teller in the Thousand Oaks branch, to help cover her bills while living with her parents. From there, Jennifer took on every new opportunity with enthusiasm, from full time Teller to ATM Specialist and MSR. Later, she was promoted to Credit Analyst, before joining WRG in 2003 as a Project Lead.

Today, as Senior Project Lead, Jennifer manages Tellerly installations and upgrades for WRG’s client credit unions. She also manages support for WRG’s Loanliner Interface. Most recently, Jen has begun managing Service Bureau conversions: “When a client is converting their core and contracts with WRG for hosting services, I manage the setup of the connectivity and access for the credit union and all of their vendors.”

Among Jennifer’s favorite aspects of her role is “working with my Wescom Resources Group team and with the people in the credit union industry.”

“We are all focused on serving the members and doing our best so that our members’ lives are better,” Jennifer adds. “The most challenging credit unions to work with are those that are so focused on giving their members the absolute best product that they will not settle for anything less. I fell in love with that culture at Wescom Credit Union when I started as a part time Teller, and I find it with every credit union client I work with.”

Jennifer offers some sage advice to her fellow team members, particularly those who may be early in their careers: “Be open to criticism and know there is a ton to learn from failure, mistakes, and wrong turns.”

**Tellerly**

**NEW CLIENTS**

**Leominster, MA**  
**\$814 Million**  
**9 Branches**

*You're somebody.*

**TTCU**  
**Federal Credit Union**

**TTCU Boosts Confidentiality and the Member Experience with Tellerly**

[READ MORE >>](#)

Our latest case study focuses on TTCU Federal Credit Union's selection of WRG's Tellerly teller line technology solution, a decision that has resulted in improved security and confidentiality of member data, and a more seamless, streamlined workflow.

We sincerely value your business and thank you for your continued support and collaboration! —*Team WRG*



**Kerry Dolan Schiappa**  
 Director of Sales & Marketing



**Patti Quinteros**  
 Director of Projects & Implementations



**Mark Monsees**  
 Product Manager



**Sonia Safri**  
 Client Services Manager



**Richard Rapanut**  
 Client Services Assistant Manager