



# SHARETEC

*bold technology, caring partner*

## NEWSLETTER

Volume 93, Q1 - 2023



### Employee Spotlight

This quarter's spotlight goes to Logan Smith and Michael Rucker as Sharetec's awesome Account Managers. Both Logan and Michael have a strong background in relationship management and incredible service to customers.



Logan has over 8 years serving Financial Institutions for a large fintech organization and we are confident he will add real value as you use our services.



Michael came to us with over 20 years of credit union retail and operations experience. He has a great deal of knowledge about what credit unions need and want to better serve their members.

To connect with Logan or Michael, email us at [simplicity@sharetec.com](mailto:simplicity@sharetec.com).



### 2023 Sales Kickoff

Big things coming in 2023 from Sharetec! Are you ready? Because we are. In January, our Sales & Marketing Teams came together in Indianapolis at the Sharetec '23 Sales Kickoff, planning new and exciting strategies that will help to further support credit unions (over 1.5 million members!) across the U.S. and Caribbean. The Sharetec team can't wait to unveil what's to come this year – and beyond – with our clients and their members.



### More Space to Grow!

Sharetec moves into 2023 with a new office for our Fort Wayne, Indiana, location. As we continue to grow, more space was needed to be able to best meet the needs of our current and future customers. The downtown Fort Wayne location not only provides our employees with a fresh, new modern workspace with awesome views and amenities, but it also serves as a recruiting tool which allows us to attract and retain top talent.



### Sharetec Celebrates 25 Years of Service to 16 CUs

Sharetec has prioritized providing exceptional service and support to credit union partners and is vested in their long-term success. These longstanding partners from across the country have expressed their satisfaction and commitment to Sharetec. Debra Howell, CEO and President of Cabot Community Credit Union, comments, "Sharetec is always there when we need an explanation of what options are out there and continue to be a step ahead in innovation and readiness in offering the next level of services to help meet our members wants and desires." [Click here to read more](#)



### Flasher Community CU Selects Sharetec as their Next Core Solution

Flasher Community Credit Union wanted to find a core that would offer their members a more "tech-savvy" solution and provide additional options for their financial management. After an extensive review of Sharetec, the credit union felt Sharetec exceeded all their expectations. Heidi Ostrem, Marketing & Member Services for Flasher Community Credit Union, commented, "We spent months reviewing different core systems and ultimately chose Sharetec on the foundation that they provided all the features we were specifically looking for to provide our membership. They were the "complete package," meaning we would have one customer support service to call for tech issues versus numerous 3rd party vendors." [Click here to read more](#)



### L'Oréal USA FCU Successfully Converts to Sharetec

L'Oréal USA FCU wanted to find a core system that would help improve efficiency overall and improve member services. After an extensive review, Sharetec was their top choice. Sandra Schwalb, CEO of L'Oréal USA FCU, comments, "After seeing what Sharetec's mobile and online banking could do for our staff and members, we knew Sharetec was the right choice for us. We are also looking forward to increased efficiency overall, better support and service, and even a live person to answer our calls! The Sharetec team was just great throughout the conversion process, everything went as smoothly as possible." [Click here to read more](#)



### Strength in Numbers

The Sharetec team continues to grow! We are very happy to welcome our new team members and look forward to continued growth in 2023.



**Angie Madore**  
Director of Talent Operations

Angie comes to Sharetec from a nonprofit in Boston, where she worked for over 18 years and most recently served as Chief Talent Officer. She loves to use data to make decisions across the talent management lifecycle, particularly as it pertains to developing recruitment strategies. Angie hopes to use this skill at Sharetec to ramp up recruitment efforts to bring A-players on staff. Angie volunteers for an international nonprofit called "Lasagna Love." They bake and deliver lasagnas to anyone who would like one, no questions asked, in an effort to spread kindness across the community.



**Christian Turner**  
Hardware Support Representative

Previously winning an award at a past job for receiving the most positive reviews directly from customers, Christian strives to see people happy and laughing. Before getting into IT, Christian worked at various tattoo shops for 10 years, and has many stories to tell about his experience!



**Danielle Bucella**  
Director of Marketing

Coming to Sharetec with a vast amount of marketing knowledge, Danielle's previous experiences will allow her to determine the direction of all Sharetec marketing initiatives and develop a successful team to create and execute modern, innovative marketing strategies that will benefit all of the Sharetec family, including our valued customers. Throughout the course of Danielle's life, she has learned how to play 7 instruments! She played flute and oboe from early elementary school through college, and still plays piano regularly.



**Mohammed Hanif**  
Chief Information Officer

Mohammed previously worked as the CIO/CTO at a national Fintech company, where he built internal and customer-facing SaaS products that dealt with various financial products and services. With deep expertise in building tech systems that improve the overall customer experience, Mohammed looks forward to helping Sharetec customers offer their members a better experience all around. Married for almost 20 years, Mohammed has three teenagers and loves to go to national parks and play golf. He is also a big Chicago sports fan!

Sharetec is proud to welcome back **Lisa X. Walden** to the mainstage as keynote speaker for the **2023 Sharetec Users Conference**. Lisa is a speaker, strategist, and consultant dedicated to helping businesses create authentic, empowering workplaces that don't inspire the dreaded Sunday scaries. As co-founder of Good Company Consulting, she takes a holistic approach to workplace strategy, keeping human beings – arguably the most valuable resource – at front and center. Don't miss Lisa at **Sharetec23!** [Register today.](#)

