

YOUNG PROFESSIONAL OF THE YEAR NOMINATION – Anexis Sanchez, Jeanne D'Arc Credit Union

Anexis Sanchez represents the very best of the credit union movement: a dedicated leader who has built her career through hard work, service, and an unwavering focus on people. Over more than 15 years at Jeanne D'Arc Credit Union, she has advanced from Member Service Representative to Vice President – Member Contact Center, demonstrating exceptional leadership, operational expertise, and a deep commitment to member service at every stage of her journey.

As Vice President – Member Contact Center, Anexis oversees inbound, outbound, and digital communications that connect thousands of members to the Credit Union. She leads a team of 25 professionals who help members navigate important financial needs with responsiveness, empathy, and care. Each month, the Call Center team handles more than 10,000 calls along with approximately 1,000 emails and online chats, while the Outbound Team places more than 2,000 calls in support of service and business development efforts. Her leadership has helped shape meaningful member experiences while also fostering the growth and development of her team. Peers know Anexis as a thoughtful, knowledgeable leader who sets high standards, leads by example, and brings out the best in those around her.

Anexis' professional journey reflects both ambition and discipline. While building her career, she earned her Bachelor of Business Administration from Southern New Hampshire University and later completed her MBA at the University of Massachusetts Lowell. These academic achievements, combined with extensive hands-on experience, have strengthened her ability to lead strategically while remaining grounded in the day-to-day realities of member service. She is also bilingual in English and Spanish, which enhances her ability to connect with a diverse membership and support a more inclusive member experience.

Anexis has a strong understanding of both the traditional foundations of member service and the evolving needs of today's members. She can think strategically about how the Contact Center must continue to grow and adapt to deliver an exceptional experience. Her insight into the role technology plays in enhancing service led her to spearhead the Credit Union's transition to a new end-to-end Contact Center solutions provider, helping position the organization to better serve members now and in the future. She has been an instrumental player in the Credit Union's 2021 core conversion leading UAT testing, and helped onboard all departments to a new CRM.

Beyond her day-to-day responsibilities, Anexis is deeply committed to community impact. She was selected as a LEADS Fellow (Leaders Engaged and Activated to Drive Systems Change), a distinction that reflects her potential to create meaningful change and strengthen her community through leadership. She also participated in Community Inroads, an organization that brings people from diverse backgrounds together, educates them on board leadership, and connects them with board service opportunities. Through that experience, she now serves on the Board of the Merrimack Valley YMCA. In addition, she serves as treasurer of a local church and volunteers in support of many other community-based nonprofit organizations. Earlier in her career, she taught financial education classes in Spanish through a local nonprofit, helping expand access to financial knowledge for underserved community members. Her actions reflect the heart of the credit union philosophy and the core values of Jeanne D'Arc Credit Union.

Anexis has built an outstanding career by embracing opportunities for growth, pursuing higher education, mentoring others, and staying true to her values. She is a role model for emerging leaders in our industry and a powerful example of how young professionals can make a lasting impact within their organizations and communities. For her leadership, commitment to service, and continued contributions to Jeanne D'Arc Credit Union and the broader community, I am proud to nominate Anexis Sanchez for the CCUA Awards of Excellence Young Professional of the Year.