



Community First Credit Union Appoints New Hires to Director, Manager Positions

JACKSONVILLE, FLORIDA, UNITED STATES, September 2, 2016 /EINPresswire.com/ -- [Community First](#) Credit Union announces that it has appointed new employees in critical director and manager positions. All four appointees are new hires with long careers in local and regional banking and finance.

As director of internal audit, Michael Holmes, CIA, CRMA, MBA is responsible for developing risk-based audits to focus on high-risk areas and consulting with senior management to mitigate risk and loss. Holmes also ensures compliance with the Institute of Internal Auditor's International Professional Practices Framework and coordinates with federal and state regulators during NCUA and Office of Financial Regulation exams. Holmes has more than 20 years of financial audit experience. Prior to joining Community First, Holmes served as an audit supervisor for South State Bank in Columbia, South Carolina and held audit positions with AllSouth Federal Credit Union of South Carolina, Ohio Savings Bank in Cleveland and Second National Bank of Warren, Ohio. He earned an MBA and bachelor of business administration at Kent State University, Ohio.

Kenyon Sutton is the credit union's member growth officer, a newly-renamed position within the credit union. Sutton is responsible for outreach to members via events, promotions and community engagement. He manages all activities related to helping new members join the credit union through multiple channels. He also organizes group and employer membership campaigns and packages for area employers and organizations. Most recently Sutton was a senior personal banker with SunTrust Bank in Jacksonville. He also served as a universal retail banker with CertusBank, a financial services specialist with Regions Bank and a financial services advisor with Atlantic Coast Bank, all in North Florida. He was also a lead/vault teller with Chase Bank in Indianapolis, Indiana. He serves as a board member for ImpactJAX, the young professionals organization with the JAX Chamber and previously serve as a board member for Jax Truckies.

As director of the credit union's contact center, James Urban is responsible for all customer service call center operations and management. Urban manages the credit union's phone-in customer service and also trains and recruits for the center, offers service solutions and innovations for efficiency and compliance with best practices. Urban has more than 14 years of experience in customer service and call center management. Most recently he served as call center director for Shoes for Crews in West Palm Beach, Florida. He also has held similar positions with Convergys Corp of Lake Mary, Florida and America Online (AOL) in Jacksonville. He was also a branch vice president with VyStar Credit Union. Urban is a US Navy Veteran and earned a master's in management and leadership from Liberty University Graduate School of Business and a bachelor of science in business administration at the University of Phoenix.

Kiana Wright serves as the credit union's director of consumer loan operations. She is responsible for managing all operations of the credit union's consumer loan division including monitoring risk, managing regulatory compliance of consumer loan originations, loan funding and servicing processes. She is a longtime consumer finance professional with more than 15 years of experience in consumer loan underwriting, loan portfolio analysis and consumer lending. Most recently Wright served as lending analyst manager in VyStar Credit Union's consumer loan division. She also held

positions as indirect loan underwriter at VyStar, senior credit analyst with National Auto Finance/GMAC of Jacksonville and overseas consumer loan underwriter at Andrews Federal Credit Union in Suitland, Maryland. She earned an MBA from Webster University and a bachelor of business management from the University of Maryland.

Community First [Credit Union of Florida](#) is a state-chartered credit union based in Jacksonville serving anyone who lives or works on the First Coast. Community First is one of the 10 largest credit unions in the state, serving more than 117,000 members and with assets of \$1.4 billion. Community First has 18 locations and 300 employees. A not-for-profit, Community First is a full-service financial institution offering banking, loans, mortgages and investments for consumers and businesses throughout the First Coast.

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