



TeCMEN Industry Day Workshop: Cross Generational Workplace Communication



Jake Nimetz **Navy Federal Credit Union**

Jake Nimetz currently serves as Regional Manager at Navy Federal Credit Union. In this capacity, he oversees a group of over 140 team members and leaders across 14 branch offices with markets in the Florida panhandle, Tampa, and Orlando.

Prior to Branch Operations, Jake has a storied Navy Federal career going back to October 2007 that spans service in Collections, Learning and Development, and Contact Center Operations. He's been selected for the Greater Pensacola Team Member of the Month, the EPIC award for excellent member service, the President's Award for Service, and his Contact Center team won the Best Quality Program award at the 2017 International Customer Service Management Institute (ICMI) conference and awards banquet.

Jake is a Marine Corps veteran who served on active duty in the field of Supply and Logistics from 2002 to 2006. He was trained in California and North Carolina, then spent his enlistment with 7th Communications Battalion in Okinawa, Japan and Headquarters Marine Corps in Arlington, VA.

He holds a Bachelor's degree in Human Resource Management and a Master's degree in Organizational Leadership and Change, both from Colorado Technical University. He also played college football at Dakota State University before transferring to CTU. In his spare time, Jake loves to travel, sing karaoke, and go to live shows/concerts with friends and family.