



# James C. Miles

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## Profile

I am a highly motivated leader with broad business knowledge as a result of 39 years' experience in the financial services industry including both credit union and bank environments. I am an engaged and successful credit union executive who is passionate about creating member value and growth through service, cooperative health, collaborative strength and credit union innovation.

## Experience Overview

- **Chief Executive Officer**  
*MyUSA Credit Union, Inc. 2008 - Current*
- **Chief Operating Officer & Vice President**  
*MyUSA Credit Union, Inc. 1998 – 2007*
- **Vice President**  
*Bank One 1985 – 1998*

## Education

- **Miami University** Oxford, Ohio  
*Bachelor of Science in Business Administration, 1985*  
GPA: 3.2 Major: 3.7

## Key Attributes

- A strong and creative leader who sets high standards for self and organization
- Passionate about leadership and growth strategies that consistently deliver and exceed organizational expectations
- Talent for managing complex situations and relationships
- Dedicated, loyal and goal-oriented

**References Available Upon Request**

## Career Highlights

- Expanding MyUSA's local market prominence while serving as CEO
- Working with the Board of Directors to develop impactful business plans, strong annual operating budgets and organizational metrics for success
- Recruiting, selecting and hiring a highly motivated executive team
- Launching new growth strategies such as additional markets, offices, products and services as well as member business lending programs
- MyUSA is consistently recognized as "Best in Class" Service Award winner
- Successfully leading team through corporate re-branding strategy, core processing and broker-dealer conversions

## Personal Highlights

- Starting a small business
- Establishing a foundation to benefit The Salvation Army in honor of parents
- Inaugural member of Filene's prestigious i3
- Awarded the Certified Credit Union Executive Designation (3-year program)
- Serving various local, regional and national organizations on Board of Directors and key committees