



CAROLYN HEALEY

SEFCU

Carolyn Healey is the Director of Business Technology Optimization at SEFCU, a community focused credit union established in 1934. Prior to joining SEFCU in 2018, Carolyn spent her career in the insurance industry working at Liberty Mutual and the General. She held various operational leadership roles as well as helped to implement lean management practices aimed at process efficiency, eliminating waste and improving the customer journey. In her current role at SEFCU, Carolyn works with internal business partners to

identify gaps in business practices and look for ways to leverage technology to solve those opportunities.

Carolyn received her Bachelor of Science in Business Administration at University at Albany and Six Sigma Green Belt certification from Villanova. She is passionate about helping others apply root cause problem solving and critical thinking when looking to address organizational opportunities.

Carolyn and her husband, Andy are parents to two children: Morgan (13y) and Spencer (9y). She enjoys reading, baking, traveling, and hiking with her family including their dog, Reese.