

Ser Tech's Mathias Finds a Home in Credit Unions

When young adults begin their career, you're never quite sure where you're going to end up. Ser Tech Sales Executive Steven Mathias started out selling the hot new technology at the time: online banking. But as he got to know financial institutions, and particularly credit unions, he was hooked, professionally and personally. Read more about Steven and how a credit union helped him help his daughter establish credit when others wouldn't.

You've been in the credit union community for quite a while, and you mentioned on Ser Tech's recent webcast that you're a member of three credit unions. Explain what you enjoy about credit unions on both professional and personal levels.

Well, when I was at Certegy, which was purchased by FIS, I worked with both banks and credit unions. Initially selling (new technology at the time, lol) internet banking, bill pay and web design. Over time I moved into the payment space, and credit unions started to stand out for two reasons. The first being you could tell they really had their members' needs top of mind, and the people are all just so nice to work with.

Personally, my parents were credit union members, but when I moved out I went with a local bank for my first accounts and cards. Well, the service was a nightmare, and the fees were crazy, so about two years later I went back to what is now my primary financial institution, Suncoast FCU. I became a member at GTE Financial mainly to keep an eye on some competitor offerings about 10 years ago. When I bought my eldest daughter her first car about four years ago, I paid for most of it with cash, but I wanted to carry a small balance to help her get some credit established. The only financial institution that would fund such a small loan was Achieva FCU. Just another example of a credit union helping a member of the community.



Mathias and his wife of 24 years, Ana.

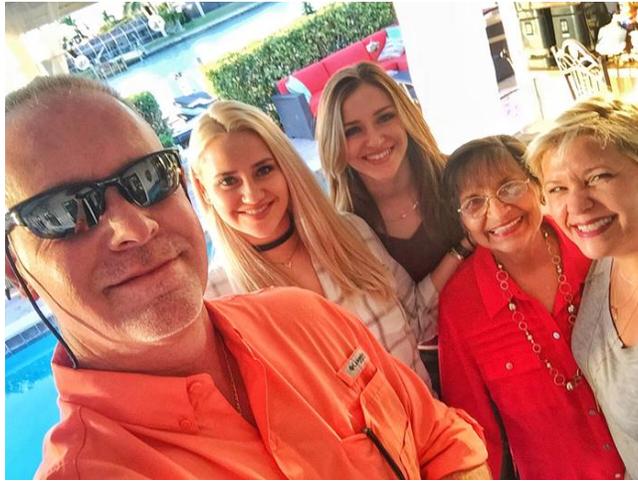
You've only been with Ser Tech a short time. What about Ser Tech has made the biggest impression on you?

It starts with the people. From the interviews to actually working with everyone, they have all been very welcoming and accommodating. Now that I have been here a few months, I also see that everyone really cares about the quality of our services and solutions and enjoys helping credit unions succeed.

If you'd like to connect with Steven or any of the team at Ser Tech to learn how its campaigns can help grow your credit union while saving time and money, [just click here!](#)

What do you like about being in sales?

I enjoy working with a lot different of people, and when you believe in the solutions you offer, you're educating as much as you're selling. You are also always learning. Whether it's about your product, the market, the competition or from peers at conferences or clients who live the credit union business every day. It never gets boring!



Mathias with his two daughters, mother-in-law, who lives with them, and his wife.

bragging about them, I like to enjoy the Florida outdoors—a mix of biking, fishing and being in the pool or at the beach.

What do you enjoy doing outside of work? Why?

Spending time with my family is No. 1. I'm blessed to be happily married for 24 years with two wonderful daughters. Angel, our oldest, will be a second-year law student in the fall, and Ariel is currently working with the Department of Defense for her summer internship. She will graduate Florida State University next year with a degree in mechanical engineering and a physics and mathematics double minor. So, when I'm not

Ser Tech is all about people, ours and yours. We're happy to talk with you anytime about your needs to help serve your members. [Contact us here.](#)