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## **MountainOne promotes Row, Belanger, Bishop, Ray, Shepard and Bloom**

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North Adams, MA MountainOne has promoted six employees to officer roles. The promotions include the following:

- Heather Row, vice president, commercial portfolio manager - Row's extensive knowledge of underwriting, particularly in commercial and industrial exposures, has been essential to managing risk and expanding the bank's portfolio. She is recognized for her meticulous approach to analysis and her ability to think strategically. She has also been instrumental in mentoring junior team members and helping them to develop as professionals.
- Ryan Belanger, assistant vice president, network and systems officer - Belanger has been a driving force behind MountainOne's technology initiatives, playing a critical role in strengthening the organization's IT infrastructure. His depth of experience in network and system management, combined with a thoughtful approach to problem-solving, allows him to be a key contributor to technology projects and cross-functional initiatives. He is a respected mentor, an Emerging Leaders Program graduate, and a trusted partner across business lines and with external service providers.
- Gwenn Bishop, assistant vice president, senior mortgage underwriter - Bishop has made a significant impact through the delivery of tailored solutions by enhancing the customer experience in the bank's consumer lending division. She has managed complex consumer lending applications, led efforts to improve internal processes, and developed external relationships with government lending agencies. Her work on product development and reporting has played a key role in MountainOne's success.
- Erik Ray, assistant vice president, community banking officer - Ray has played a pivotal role in overseeing daily operations at two key branches while managing a growing client portfolio. His leadership has elevated the level of customer service delivery, and he continually identifies new growth opportunities. Bishop is an Emerging Leaders Program graduate and stands out for his commitment and involvement with local nonprofits, further strengthening MountainOne's deep connection to the community.
- Kyle Shepard, assistant vice president, operations manager - Shepard's leadership has been pivotal in driving substantial improvements in operations, particularly through system migrations and process enhancements. His oversight of initiatives like the digital banking platform rollout has demonstrated his ability to leverage technical expertise and strategic insight. Shepard is also an

Emerging Leaders Program graduate.

- Sarah Bloom, officer & operations analyst - Bloom has been a key driver of operational improvements, consistently delivering solutions that enhance efficiency across the organization. From leading major initiatives, such as the migration to a new digital banking platform and implementation of positive pay and debit card controls, to developing reporting and workflow automation, her expertise has had a lasting impact beyond operations.

These promotions signify a growing level of responsibility and impact to our organization, as well as a recognition of each Mountaineer's accomplishments, expertise and contributions.

"An Officer designation is more than a title; it is a recognition of talent, leadership, trust, and commitment to our mission, and the meaningful impact one has within our organization," said Beth Petropulos, senior vice president, senior HR, and SAFE act officer at MountainOne. "Heather, Ryan, Gwenn, Erik, Kyle, and Sarah have each demonstrated excellence in their roles and genuinely represent MountainOne's core commitments. We are incredibly proud to celebrate their respective Officer promotions and look forward to all they will accomplish in the years to come."

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