

# News Release

THE FEDERAL RESERVE BANK of KANSAS CITY

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**FOR IMMEDIATE RELEASE**  
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## **FEDERAL RESERVE BANK OF KANSAS CITY ANNOUNCES OFFICER PROMOTION, APPOINTMENTS**

The following officer promotion and appointments were recently announced by Federal Reserve Bank of Kansas City President and Chief Executive Officer Esther George:

**William Todd Mackey** has been promoted to vice president with responsibility for the Bank's Human Resources Technology Center (HRTeC) and the Payments System Research Group. He joined the Bank in 1997 and in 2002, was appointed assistant vice president for the Customer Relations and Support Office. He has held officer positions in the Customer Contact Center, the Application Support Department and the Banking Studies and Structure Department. He was named assistant vice president of HRTeC in 2010. Mackey holds a bachelor's degree in economics and government from Georgetown University and an MBA from George Washington University.

**Ernest Craig** has been promoted to assistant vice president of the National Service Desk. He joined the Bank's Savings Bonds Department in 2001 and transferred to the Customer Contact Center in 2002, where he held various analyst and supervisory positions. In 2008, he transferred to the Information Technology End User Support Department and was named manager of the NSD in 2011. He holds a bachelor's degree in psychology from the University of Central Missouri.

**Jill Hicks** has been named assistant vice president of the Human Resources Technology Center (HRTeC). She joined the Bank's Application Support Department in 1995 and held various roles within the Information Technology Division before being named manager in Check Automation Services in 2006. In 2009, she was named project manager for a Federal Reserve System subcommittee on human resources and was named staff manager of HRTeC in 2011. She holds a bachelor's degree in business administration and history from William Jewell College and an MBA from Columbia College.

*As the regional headquarters of the nation's central bank, the Federal Reserve Bank of Kansas City and its branches in Denver, Oklahoma City and Omaha serve the seven states of the Tenth Federal Reserve District: Colorado, Kansas, Nebraska, Oklahoma, Wyoming, northern New Mexico and western Missouri.*

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