

"SHE HAS BIG IDEAS AND, IMPORTANTLY, INCREASINGLY KNOWS HOW TO BRING THINGS TO LIFE, USING HER OWN GENIUS AND LEVERAGING THAT OF OTHERS - AND JUST THE RIGHT "OTHERS."

--Mary Kepler, SVP, Atlanta Fed, 2021

PROFILE

Recognized industry leader and expert in banking, financial services and technologies. Federal Reserve, C-level, officer with confidential security information clearance. Demonstrated experience in situational awareness, information gathering and analysis, and resource management.

RELEVANT PROFESSIONAL EXPERIENCE

Assistant Vice President, Payments Forum, Research, Federal Reserve Bank of Atlanta, 2021 - Current

- Distinguish the Federal Reserve in high-level domestic and international meetings with senior officials, central banks, and global organizations.
- Leverage vast relationship network to facilitate collaboration.
- Coordinate bilateral and multilateral engagements, including agenda design, logistics, security and substantive content delivery.
- Balance time-sensitive projects under pressure with competing priorities while meeting deadlines, such as The Federal Reserve Payments Study and the Survey and Diary of Consumer Payments Behavior and Choice.
- Brief for impact, influential senior leaders, on complex financial system issues, distilling technical content into actionable insights.
- Forage diverse stakeholder engagements strategically targeted towards domestic and international financial institutions, law enforcement, business leaders, and regulatory agencies.
- Honor the Federal Reserve's responsibilities, such as promoting safe, efficient, payments innovation.
- Responsible for day-to-day managerial oversight, data-driven initiatives, and strategic direction for the Payments Forum.

Payments Risk Expert, Federal Reserve Bank of Atlanta, 2015 - 2021

- Jumpstarted the Atlanta Fed's research and collaboration around payments inclusion, culminating in special committee meetings over the course of three years and annual forums to open to the public.
- Built trust with diverse stakeholders by providing subject matter expertise, including policy and economic analysis of global financial trends.

Senior Vice President, PaymentsFirst, (previously Georgia ACH Association), 2007- 2015

- Represented the membership base with professionalism, in cross-cultural environments, at a national level.
- Delivered training experiences and audit services to membership base to impact professional development and organizational objectives.
- Organized annual conference with over 300 attendees speakers for eight years, with increasing participation and sponsorship.
- Produced audit and risk assessment workbooks annually for national sales campaigns.
- Wore "all hats" for the Association, including strategic direction, financial management, product delivery, customer service, human resources and information technology.
- Tripled the Association's balance sheet during tenure.
- Executed merger of equals with four trade associations.

INTERNATIONAL SPOTLIGHTS

- The Payments 20: [Executive roundtable host](#), ongoing briefings author, and [presenter](#)
- Central Bank of Brazil and Brazil Chamber: [The Risks and Rewards of Real-Time Payments: The Brazilian Experience](#), May 2022, organizer and presenter
- Central Bank of Peru: [Fintech Americas](#) Conference, Miami 2019, conference presenter
- British Consulate: [Lessons and Implications of Increasing Payments Speed](#), February 2027, organizer, author

BUSINESS INSIGHT SPOTLIGHTS

- Money, Payments, Connections Annual Meeting, Atlanta 2024, [presentation highlights](#)
- Above Board Chamber of Florida, Naples 2025, [meeting details](#)
- Tampa Bay Wave FintechX Annual Accelerator Program, St. Petersburg 2023, [recap report](#)
- “Trust is the Bedrock of Economic Activity,” *Economy Matters* Podcast Series, November 2021, [recording and transcript](#)

THOUGHT LEADERSHIP SPOTLIGHTS

- Payments Inclusion Forums: [agenda](#), [article recap](#), [presentation video no. 1](#), [presentation video no. 2](#)

FEDERAL RESERVE LEADERSHIP

- Co-Chair, Conference of Presidents, Payments for All Council, 2023-2024
- Steering Committee Member, System Payments Researchers, 2022-current
- Deputy Chair, Special Committee on Payments Inclusion, 2021- 2023
- Steering Committee Member, International Fraud Awareness Week, 2019
- Elected, Deputy-Chair, Diversity Advisory Council, 2017-2019
 - Received Corporate Citizenship Award, 2017
- Co-Chair, Safer Payments High-Priority Strategy Committee, 2017-2021
- Steering Committee Member, Women’s Employee Resource Network,
 - and Project Manager, Bring-Children-to-Work Day, 2017
- Member, Technology Fair Planning Committee, 2016
- Tour Guide, Museum Tour Ambassador, 2015-current

PAYMENTS INDUSTRY LEADERSHIP

- ePayResources Board of Directors, 2021—current
- Florida State University Alumni Association Board of Directors, 2020 – 2025
- Payments Risk Professional Certification Oversight Board, 2017-2018
- The Payments Institute Board of Regents, 2016-2017
- Chairperson Regional Payments Association’s Education & Operations Committee, 2012-2014
- Financial Literacy Project Lead, 2012-2014
- NACHA’s Mobile Payments Workgroup, 2012-2014
- Accredited ACH Professional Blue Ribbon Panel Oversight Board, 2011-2015
- Regional Payments Association Risk and Compliance Committee Project Lead, 2011-2013
- NACHA’s Communications and Marketing Advisory Group, 2010-2014
- Regional Payments Association’s Communications and Marketing Committee, 2009-2015

PUBLICATIONS

Bostic, Raphael, Lali Shaffer, and Jessica Washington. 2023. "[Promoting Payments Inclusion in a Digital Payments Era. A report of the Special Committee on Payments Inclusion.](#)" Federal Reserve Bank of Atlanta, *Research Data Reports*, December.

Bostic, Raphael, Mark Gould, Julian Alcazar, Shaun O'Brien, Lali Shaffer, and Jessica Washington. 2023. "[Connecting the Dots: How Adoption of Instant Payments Can Lead to a More Inclusive Economy.](#)" Federal Reserve Bank of Atlanta, *Research Data Reports*, July.

Bostic, Raphael, Shari Bower, Oz Shy, Larry Wall, and Jessica Washington. 2020. "[Shifting the Focus: Digital Payments and the Path to Financial Inclusion.](#)" Federal Reserve Bank of Atlanta *Promoting Safer Payments Innovation* No. 20-1.

Gupta, Chonchol, and Jessica Washington. 2017. "[Faster Payments Implementations in the United Kingdom and the United States.](#)" Federal Reserve Bank of Atlanta, *Conference Paper*, February.

"Collaborator in Chief" is my unofficial title for her.

There is no one she doesn't mesh with, no one necessary she cannot provide access to. She knows how to give and get better than anyone I've ever worked with."

--Julius Weyman, VP, Atlanta Fed, 2020

BLOG SAMPLES

- [The Importance of Digital Payments to Financial Inclusion](#)
- [Recent Consent Orders: Foundation to Interpretation](#)
- [Counterfeit Cards Persist: Is the Magstripe to Blame?](#)
- [Drop in Check Volume Doesn't Mean Fraud Will Fall](#)
- [The Cold Reality of Authorized Push-Payment Fraud](#)
- [Has Your Board Discussed Your Wire-Transfer Strategy?](#)

EDUCATION

- Harvard Business School, Leadership for Senior Executives, 2023
- Prosci Change Management Certification, 2019
- Lean Six Sigma Green Belt Certification, 2017
- Accredited ACH Professional Certification, 2007
- Bachelor of Arts, English, Florida State University, 2004
- Spanish language communications