



Meet Your SEC Employee: Jackie Ingram



Customer Service Representative
14 years of service
Crewe Office

By Lauren Irby, Communications Specialist

When visiting SEC's Crewe office, chances are you will see Jackie Ingram's smiling face.

She lives by the Golden Rule: "Do unto others as you would have them do unto you." As a customer service representative, she practices her motto by helping members. In her position, she answers questions and processes payments as well as a multitude of other services.

Ingram started in the banking industry before joining Southside Electric Cooperative (SEC). She began working over the summer at a bank in Richmond doing clerical work. She then transitioned to a position for a local bank in Victoria. In this role, she covered six to eight banks and assisted with customer service, teller work and loan documentation.

After 22 years, she decided that she wanted a career change and began working at SEC's call center. Ingram has been with SEC for 14 years.

"My favorite part of my job is helping our members," she explains. "Being able to help people, whether it's someone coming to pay a bill or helping a fellow employee. I feel satisfied when the information I've provided helps."

Ingram also enjoys working at the registration booth at SEC's Annual Membership Meetings. "It gives me a chance to meet members and see former customers from the bank. Some members that I've helped over the phone have come up and said they remembered talking with me."

She's a member of the New Galilee Baptist Church in Kenbridge. A Nottoway High School alumni, she is originally from Blackstone. "Go Cougars!" she adds. She also attended Virginia Union University in Richmond. When she's not in the office, she enjoys flower gardening (hibiscus flowers are her favorite), listening to jazz and gospel music, reading inspirational books, visiting different places, and is now a self-proclaimed "pole-watcher." Meaning, when she's traveling, she likes to see if she can find new SEC poles along the roadside while learning about the service area.

"I appreciate my job, and I'm glad to be a part of SEC," she says. "I like the way that everybody bands together when it comes to dealing with storms. Especially the crews who go out and have to be away from their families to get everyone's power back on."

Ingram and her husband Henry together have four children: Hendré LaTrell Ford, Mari Hoover, Carmen Thorpe and Krishna Ingram. They have a son-in-law, Maurice Hoover. They also have three grandchildren: Destiny, Kamira and Kingston.

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