

**CELEBRATING EMPLOYEE SERVICE**

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More than 2,000 employees across the enterprise are recognized for their tenure.



Gwen Parker, Rhonda Noland and Cindy Juristo have spent their entire professional careers with USAA.

This year, 71 employees celebrate between 40 and 48 years of service at USAA. Here are a few of their stories.



**Cindy Juristo, Tampa claims quality specialist, celebrates 41 years**

Seventeen-year-old [Cindy Juristo](#) had just graduated from high school and was unsure what her professional future held when a teacher mentioned a job opportunity at USAA. She accepted a file clerk position with a salary of \$108 per week, becoming the 98th employee hired at the Tampa office.

Juristo has held more than half a dozen roles with the enterprise and has participated in the vanpool program for the past 30 years. She met her husband at USAA in 1978. They have two adult children.

"There's nowhere else I'd rather be than USAA, except maybe holding my first grandbaby, who was born in June," Juristo says.



**Rhonda Noland, Tampa property claims service manager, celebrates 42 years**

At 17 years old, [Rhonda Noland](#) was tired of driving her mom's car to work every day. After six months as a transcriber in USAA's Tampa office, she'd saved enough money for a down payment on a Pontiac LeMans Sport Coupe.

"I thought I was really uptown in that thing," Noland says. "The car was a lemon, but the job worked out."

Noland says a highlight of her career was when she spoke at an Employee Meeting led by former CEO Joe Robles. She says USAA has helped her live a blessed life with her husband, two children and four grandchildren, and for that she's thankful.



**Gwen Parker, Chesapeake non-injury claims adjuster, celebrates 42 years**

In 1973, a job with a four-day workweek sounded good to 17-year-old [Gwen Parker](#). She was married with a newborn baby, and the extra day off would mean additional time with her family. So when she saw a newspaper ad for a file clerk position at USAA's Fairfax office, she applied.

More than 42 years and half a dozen job titles later, she still enjoys connecting and establishing trust with USAA members.

"I plan to retire next year," Parker says. "I'll miss the conversations with members, learning about their service."

After retirement, she plans to volunteer more at her church and spend more time with family.

**Keywords:**  
Anniversaries

**Take Aways**

In 1990, USAA's workforce totaled 11,845 employees.

In addition to the longest-tenured employees, 293 people celebrate their 25th anniversary with the enterprise and 1,706 celebrate between 26 and 39 years.

Luncheons for employees celebrating long-term anniversaries started in January and continue throughout the year.

- Jan. 21: Tampa
- Aug. 5: San Antonio, employees celebrating 25 years, C Café
- Aug. 11: San Antonio, employees celebrating 40 – 46 years, Eagle Hall A
- Aug. 13: San Antonio, employees celebrating 20 – 39 years, H Café
- Aug. 19: Phoenix
- Nov. 11: Colorado Springs, North Dining Room
- Nov. TBD: Chesapeake

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<p><b>Smith, Elizabeth K. (CAO)</b> wrote on Aug 13, 2015 08:22:54AM</p>	<p>It would be nice to have a mini-bio on all of the 71 employees who have worked here for 40 or more years.</p>
<p><b>Thomson, Donovan</b> wrote on Aug 13, 2015 08:18:35AM</p>	<p>This is so motivating to read. Congrats.</p>
<p><b>Byrd, Donna</b> wrote on Aug 13, 2015 08:18:22AM</p>	<p>Congratulations to all! I love USAA and am very proud to work here. I just wish there was a way that re-hires could count ALL of their years of service too. I was released in 2006 (Davis days) after 28 years and have been back for 2 years. I lost everything - previous years of service, my parking space, the 25+ year luncheons, leave hours, etc. I would love to celebrate my "30" years with this wonderful company - not just the 2 years since I've been back. We really need to update that re-hire policy. please!</p>
<p><b>Zhu, Bin</b> wrote on Aug 13, 2015 08:14:01AM</p>	<p>awesome! and also congrats to the power couple of USAA - Liz and Hector Wagner! 40 years each!</p>
<p><b>Becton, Melissa</b> wrote on Aug 13, 2015 08:12:47AM</p>	<p>Congratulations to all of you! It has been a pleasure to work along side Rhonda and Cindy in the past. Great ladies!</p>
<p><b>Whitt, Dabney</b> wrote on Aug 13, 2015 08:10:37AM</p>	<p>All three of you are an inspiration! Congrats!! Rhonda and Cindy I will give you a high five when I see you in the halls! :)</p>
<p><b>Audette, Kendra</b> wrote on Aug 13, 2015 08:05:29AM</p>	<p>Congratulations Gwen! It has been a pleasure to work with you all these years! I hope you enjoy your retirement next year!</p>
<p><b>Schreier, Florence</b> wrote on Aug 13, 2015 08:02:42AM</p>	<p>Congratulations! That is AWESOME!!</p>
<p><b>Krapf, Alan</b> wrote on Aug 13, 2015 08:01:13AM</p>	<p>Congratulations to Cindy, Rhonda and Gwen! It is such an honor to have folks like you who are dedicated to USAA and to serving our members for over 40 years! I am really proud to have you on Team P and C!</p>
<p><b>Aworo, Otis</b> wrote on Aug 13, 2015 08:01:00AM</p>	<p>Amazing story! Thanks for your years of service ladies. We all have a lot to learn from you.</p>
<p><b>Herrera, Pete</b> wrote on Aug 13, 2015 08:00:59AM</p>	<p>Impressive...and inspiring--congrats to all three of you!</p>
<p><b>Whitfield, Patrice</b> wrote on Aug 13, 2015 07:58:23AM</p>	<p>Congrats to you ALL!! Gwen is has been a honor to learn from you! You are such an amazing person and I already know you are going to enjoy retirement!! Hope to see you soon!</p>
<p><b>Benavidez, Jeffrey</b> wrote on Aug 13, 2015 07:57:09AM</p>	<p>Awesome article! Congratulations to you all!!</p>
<p><b>Jackson, Richard</b> wrote on Aug 13, 2015 07:56:33AM</p>	<p>Congratulations! You all are apart of an elite group of USAA employees. You have seen our members and dedicated your careers to serving them. I am in awe.</p>
<p><b>Scott, Cindy</b> wrote on Aug 13, 2015 07:54:42AM</p>	<p>Congratulations to all of you. What an awesome achievement.</p>
<p><b>Weaver, Sheila</b> wrote on Aug 13, 2015 07:53:05AM</p>	<p>Thank you for hiring me all those years ago Cindy. Can you believe I celebrated my 25 years last June! Congrats to all of you ladies and thank you for your service to USAA and to the Members.</p>
<p><b>Obermeyer, Deania</b> wrote on Aug 13, 2015 07:51:35AM</p>	<p>Congratulations to all of you. How inspirational to the employees of USAA.</p>
<p><b>Randall, Richard</b> wrote on Aug 13, 2015 07:49:36AM</p>	<p>Congratulations all!</p>
<p><b>Flood, Kimberly M.</b> wrote on Aug 13, 2015 07:48:05AM</p>	<p>How amazing! Congratulations Ladies!</p>
<p><b>Adderley, Naedine</b> wrote on Aug 13, 2015 07:44:12AM</p>	<p>Congratulations to all of you! Gwen I am so glad we had the pleasure of meeting in the Norfolk, VA office. I wish you much success and a lifetime of happiness in your retirement. Enjoy my friend!</p>
<p><b>Farrell, Kalene</b> wrote on Aug 13, 2015 07:43:55AM</p>	<p>Congratulations to all! A lifetime of loyalty to USAA is inspiring! Special ladies indeed!</p>
<p><b>Rosen, Kenneth E.</b> wrote on Aug 13, 2015 07:42:04AM</p>	<p>Thanks to Gwen,Rhonda and Cindy for your dedication to our members and the Association! What an accomplishment! Congratulations!</p>
<p><b>Leggett, Felicia</b> wrote on Aug 13, 2015 07:41:40AM</p>	<p>Congratulations to all of you for your long term dedication. Gwen, good luck with your upcoming retirement. You really deserve it!!!</p>
<p><b>Ellis, Jamie</b> wrote on Aug 13, 2015 07:41:03AM</p>	<p>Congratulations Ladies and all who are celebrating! Our USAA family is very unique and I am quite proud to be a part of it!</p>
<p><b>Johnson, Lisa (MCC)</b> wrote on Aug 13, 2015 07:38:01AM</p>	<p>Although I shouldn't be, I'm surprised that there are 71 employees celebrating 40+ years! That's incredible and so inspiring. I hope that I'm that lucky to spend my entire professional career at USAA.</p>
<p><b>Pennington, Sarah</b> wrote on Aug 13, 2015 07:37:14AM</p>	<p>Thank you for being such great examples for the rest of us not so tenured folks! We appreciate the contributions and dedication you continue to make to our wonderful company! Cheers to you!</p>

<b>LaSalle, Raymond</b> wrote on Aug 13, 2015 07:24:53AM	What an inspiration!! Gwen, Rhonda and Cindy, thank you for your tremendous service!!
<b>Tucker, Sarah (SERO)</b> wrote on Aug 13, 2015 07:21:22AM	I have the pleasure of working with Cindy, and she is a true joy! The three of you are admirable examples of what it means to serve! Congratulations ladies!
<b>Sepulveda, Sara</b> wrote on Aug 13, 2015 07:20:11AM	Congratulations to you all. What a great story. !!
<b>McCown, Sheri</b> wrote on Aug 13, 2015 07:15:04AM	Congratulations Cindy, Rhonda and Gwen! You are the USAA family and epitomize our core values of loyalty, service, honesty, an integrity. Thank you for your contributions in making USAA a great enterprise!
<b>Jones, Sherress</b> wrote on Aug 13, 2015 07:09:02AM	Inspiring. Not only are the members committed but the employees are too!! Way to go USAA!!
<b>Atkins, Sharon</b> wrote on Aug 13, 2015 07:05:09AM	This is such an accomplishment. Congrats on the beginning of your new Journey.
<b>Neil-Perry, Roser</b> wrote on Aug 13, 2015 07:04:03AM	When you do retire, I can say I remember when..... Great job!!!
<b>Pawzun, Renee</b> wrote on Aug 13, 2015 07:03:25AM	Congratulations to all of the ladies in this article, and to all who are in this years-of-service group. Thanks go to you for helping make USAA the great company it is, to USAA for treating employees extremely well, and to our membership for their service.
<b>Johnson, Vickie</b> wrote on Aug 13, 2015 07:02:03AM	Congratulations !!!
<b>Tomasetti, Kristina</b> wrote on Aug 13, 2015 07:01:40AM	3 wonderful examples of how Claims can be a long and worthwhile career! Congratulations to each of you and for sharing all of your experiences with us.
<b>White, Shelann</b> wrote on Aug 13, 2015 07:01:30AM	Congratulations! That is awesome!
<b>Chaviano, Valerie</b> wrote on Aug 13, 2015 07:00:37AM	Congratulations to all! Such a great example of loyalty!
<b>Walton, Taryn</b> wrote on Aug 13, 2015 06:57:47AM	Congratulations!!! You are a testament to a wonderful company and even greater leaders that have allowed you to be your best and want to stay!
<b>Cimorelli, Virginia</b> wrote on Aug 13, 2015 06:55:44AM	Congratulations to you all. Really something to be proud of. Thank you for your service and your loyalty to our members, each other, and USAA. "The strength of a family, like the strength of an army, is in its loyalty to each other." Mario Puzo
<b>Briggs, Dennis</b> wrote on Aug 13, 2015 06:54:45AM	Wonderful article, it nice to hear your stories. Congratulations and thanks for all you do!
<b>Rooks, Glenise MBA, AIS, INS</b> wrote on Aug 13, 2015 06:50:06AM	What a great example of attracting and retaining a phenomenal workforce. Proving USAA creates conditions for people to succeed! Congrats ladies!
<b>Roark, Larry</b> wrote on Aug 13, 2015 06:39:32AM	Gwen, Rhonda and Cindy----YOU'RE USAA! I appreciate all of your contributions to making USAA such a wonderful company and a great place to work! Thank you for your dedication.
<b>Jones, Vivian M.</b> wrote on Aug 13, 2015 06:38:20AM	It's a pleasure to hear your stories. Congratulations ladies.
<b>Moore, Michelle</b> wrote on Aug 13, 2015 06:37:53AM	Gwen has been a pleasure to have on my team for the past 3 years. She truly goes above and takes the extra time to assist our members. Kudos to her, Rhonda and Cindy for their dedication to our membership and their long standing service with USAA.
<b>Carey, Heather MS, CPCU</b> wrote on Aug 13, 2015 06:37:13AM	Go Gwen, What is your secret to looking so young! You are inspiring.
<b>Kohlbecker, Bill</b> wrote on Aug 13, 2015 06:31:39AM	The loyalty between employee and employer is just remarkable! When talking with new employees I have used these ladies careers as examples of financial security. Congrats Gwen, Rhonda, and Cindy!
<b>Sinclair, Pamela</b> wrote on Aug 13, 2015 06:23:52AM	Congrats and thank you all for your service to USAA. A personal thank you to Mary De Los Santos in Corporate Services - Services Portfolio Management for 45 years of dedicated service to our team. All of you are truly dedicated to our mission and service to our members!!!
<b>Lechowich, Gina</b> wrote on Aug 13, 2015 06:12:58AM	Wonderful article about 3 amazing women! Thank you for all that you have done for our members over the years!

