



WOMEN LEAD NC

NOVEMBER 8, 2023 | RALEIGH, NC

Armelia Jackson

**SVP & GM, NC Participant Services Contact Center (Workplace Investing)
Fidelity Investments**

Armelia has served Fidelity Investments and the Workplace Investing organization as a strategic contributor since 2005. Armelia has held many roles in WI. Armelia started her Fidelity Career in the Defined Benefit organization and was promoted to Team Lead in 2006, and Manager in 2007.

Armelia was then promoted to Director of DB Operations where she was responsible for the day-to-day operational success and performance of clients such as AT&T, General Dynamics, General Motors, Disney, and IBM. Armelia is passionate about the success and development of the North Carolina region and remains devoted to mentoring and building strong talent within Fidelity while encouraging authenticity. These skills and contributions led her to a new role as a director and eventually Vice President with the Participant Services North Carolina Contact Center.



Armelia has made a significant impact on the WI Participant Services organization, Fidelity's customers and associates, and currently is the SVP and Site General Manager of both the WI Jacksonville, FL and North Carolina contact centers. Armelia currently holds the series 7, 63, 9, 10 licenses.

In addition to her current role, she is a member of several Employee Resource Groups and serves proudly as the Fidelity HBCU NCCU lead. In addition, she is active on both the Jacksonville Regional Leadership teams and North Carolina Regional Leadership teams at Fidelity. Armelia is a proud graduate of North Carolina Central University (EAGLE PRIDE).

Away from work, Armelia loves enjoying time with her family and friends.