

Bridging the Gaps Between Operations, IT and Compliance

August 16, 2023 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

In the dynamic landscape of the receivables management industry, the convergence of operational processes, information technology (IT), and compliance is essential for success. During this webinar, the panel of experts will delve into these areas, equipping attendees with the knowledge and skills needed to optimize operational efficiency, harness technological advancements, and navigate complex regulatory environments. Through a blend of insights and practical scenarios, along with interactive discussions, attendees will gain an understanding of why bridging these gaps is imperative and how to effectively manage the change process.





Pricing:

Member: Free

Non – Member: \$94

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Course Presenters:

	John Bedard is an AV rated attorney with Bedard Law Group and a nationally recognized authority on the Fair Debt Collection Practices Act and the Fair Credit Reporting Act. He serves as counsel to several professional trade associations, including the Georgia Collectors Association. John is a published writer on industry topics and a former member of the Board of Directors of the industry's leading professional trade organization, ACA International, The Association of Credit and Collection Professionals.
	Eric Nevels is an accomplished Operational Excellence leader with a strong legal and compliance operations background. Eric joined TrueAccord in December 2019, and since then, he has been at the forefront of driving control monitoring, quality assurance, process management, continuous improvement, reporting/analytics, and robotic process automation. He has served as the Legal Operations Manager for the Chief Compliance Officer and Chief of Staff for the Chief Executive Officer at TrueAccord. Eric holds positions on the TrueAccord Operating Committee and the Compliance and Risk Committee.
	Marshall Sowiak is a seasoned Systems Architect with Absolute Resolutions Corp who has a diverse background in the IT industry. He began his journey as a Systems Administrator and quickly expanded his expertise to include roles as an ERP Administrator, CAD Administrator, and Controls Engineer in the Medical Device Industry, demonstrating his versatility and adaptability. Marshall's passion lies in bridging the gap between the technical and human aspects of information security. He remains dedicated to helping organizations build robust and secure IT environments while fostering a culture of collaboration and innovation.
	Sara Woggerman , owner and President of ARM Compliance Business Solutions, works with organizations to drive compliant business practices through her consulting solutions. Sara's personalized approach prepares financial institutions for regulatory examinations, manages litigation risk, and improves the consumer experience. Sara is known for her passion in helping companies overcome their unique compliance and operational challenges through delivery of compliance risk assessments, policy development, service provider management and oversight, and executive level training programs designed to help financial services companies mitigate risk and maximize efficiency.