



Educational Offerings

The Future of Technology Driven Collections

August 31, 2021 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

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Technology is changing the landscape of consumer engagement and doing so dramatically within the industry of debt buying and debt collection. From predicting consumer behaviors and their communication preferences, to processing consumer payments, technology is driving how we interact with consumers, when we interact with consumers and in turn, how and when consumers make payments.

During this session, attendees will experience how technology is driving the art of debt collection from that of a business mired in work flow and static processes to a hub of intertwined technology that can engage each consumer in a unique way. Attendees will shadow a consumer from initial communication to payment or settlement in full to see how technology that is available today can be used to drive your collections tomorrow. Your guides on this consumer expedition Amanda Payton, Vanessa Woods, and Kirby Miller will socialize the tools leveraged each step of the way.

Pricing:

Member: *Free

*One free registration per member company; additional registrations as member rate)

Non – Member: \$94

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Course Presenters:



Kirby Miller is a Senior Sales Director at Interactions, with expertise in bringing cutting-edge artificial intelligence to the financial services and accounts receivable industries. His strong background in operations, sales, technology, and marketing has established him as a thought leader in the fintech industry by garnering a trusted reputation for introducing the world's leading brands to the latest technology. Previously, Mr. Miller held positions at VoApps, MacFarlane Group, Bank of America, and MBNA. A graduate of Shippensburg University, Kirby earned certificates from Purdue University and University of Nevada- Las Vegas.



Amanda Payton is the Senior Vice President of Legal and Regulatory Affairs at Solutions by Text. She obtained a B.S. in Marketing with an emphasis on Entertainment, Media, and Technology from NYU's Stern School of Business and a J.D. from the University of Kansas School of Law. Amanda was a litigator for almost a decade before transitioning to a career in the telecommunications industry. At Solutions by Text, Amanda is responsible for monitoring legal and regulatory changes, developing implementation strategies, and ensuring compliance through employee and client training.



Vanessa Woods is a payments professional who brings a passion for payments and over fifteen years of experience. She currently serves as a National Accounts Manager for REPAY Realtime Electronic Payments, where she specializes in providing payment technology solutions to the receivables management industry. Vanessa began her career in the payments processing industry working for an ISO of Global Payments, where she served in a number of positions, including sales, customer service, technical support, risk mitigation, agent/reseller support, and agent/reseller recruiting.