



## *Press Release*

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### **ABC-Amega Announces Promotions in Global Collections**

*Buffalo, NY* – ABC-Amega, a global commercial receivables management firm headquartered in Buffalo, NY, is pleased to announce the promotions of Virginia Sheflin to Director of Global Outsourcing and Jeff Manns to Director of Third-Party Party Collections.

As Director of Global Outsourcing, Virginia will focus on management of the organization's largest First-Party outsourcing clients, as well as overseeing the company's Quality Assurance team. Sheflin joined ABC-Amega in 2017 as First-Party Manager. She holds a bachelor's degree from SUNY Brockport, and has previously held positions with Fiserv, and First Niagara Bank.

"Virginia has extensive knowledge and experience within the financial industry, as well as in operational and cash management," said Michele Gerst, Vice President of Global Collections. "Her strong client management skills are further enhanced by her dedication to understand all aspects of our ABC-Amega client support," added Gerst.

As Director of Third-Party Collections, Jeff Manns will oversee strategic planning and development of processes and procedures for the organization's Third-Party Global Debt Collection services. Jeff has over twenty years of collection management experience. Before joining ABC-Amega in 2018 as Third-Party Collections Manager, he held positions at Anda Inc. and NCO Financial, where he served as Division Manager.

"Jeff possesses a great ability to lead people and build strong working relationships both internally and externally," said Gerst. "His ability to work operationally to help streamline processes and strategic planning will be a great asset," added Gerst.

Founded in 1929 as The American Bureau of Collections, ABC-Amega is an award-winning commercial collections agency specializing in global debt collection and accounts receivable management solutions.

ABC-Amega partners with clients to improve and manage credit, cash flow and customer retention with services in Third-Party commercial debt collection, First-Party accounts receivable outsourcing, industry credit group management, and credit and A/R management training and education. The firm is dual-certified by the CLLA/IACC, certified by the CCA of A, and is a platinum partner of the Credit Research Foundation (CRF).

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