

Speaker Biographies

Guarding Against Deception

**Amy Cook, CCE,
Credit Manager, McNaughton McKay Electric**

Amy has been in a management position since age 18, working in the food industry, and discovered her passion for Credit Management in 1999 after taking a position as the AR clerk for Kellermeyer Company. This change from the food industry to Credit made a huge impact. Amy quickly moved up to the Assistant Credit Manager, joined the National Association of Credit Management (NACM), and earned her CBA in 2001. Leaving Kellermeyer in late 2001, Amy spent 3 years with Great Lakes Window as a Credit Analyst and then joined the Credit team at Therma Tru Doors. Amy continued her education earning Associate degrees in both Accounting and Business Management from Owens College in 2007, also being named Business Student of the year. Amy earned her bachelor's degree in Management and Organizational Development in 2010.

Since April 2012, Amy has been the Credit Manager for the Northern Region for McNaughton McKay Electric Company, an electrical distributor that provides products to companies in almost every business sector, providing for a diverse set of accounts and opportunities. Amy supervises the Accounts Receivable team, works with sales and operations within 9 locations, and oversees a portfolio of over 3500 active accounts. In 2016, Amy earned her CCE.

Amy is a proud mother of 3, including a son currently serving in the US Marines and grandmother to 3 wonderful boys.

Brian Schumaker, CCE, Credit Manager, UFP Industries, Inc.

Brian Schumaker is the Senior Manager of Credit at UFP Industries Inc, a Fortune 500 company with sales of \$8 billion. In his role, Brian manages the credit relationship with over 12,000 customers, ensuring efficient and effective credit management practices. With 34 years of experience at UFP, including 30 years as the credit manager, Brian has a wealth of knowledge and expertise in the field.

One of Brian's key accomplishments in his current position is the successful implementation of software solutions that have created efficiencies, allowing his team to handle their duties while maintaining a small staff. His innovative approach to credit management has been instrumental in streamlining processes and improving overall performance.

Brian holds the Certified Credit Executive (CCE) designation, which he has maintained for over 10 years. His commitment to professional development and excellence in credit management is evident through his long-standing membership with NACM, spanning 34 years. Additionally, Brian currently holds board positions for two industry credit groups, demonstrating his leadership and dedication to the credit management profession.

Downsizing Terms – A Roundtable Discussion

Marvin Lacey, Director of Finance, H. D. Hudson Manufacturing Co.

Marv Lacey is currently the Director of Finance for H.D. Hudson Manufacturing Company, with complete responsibility for the finance and IT areas. Marv has been with H.D Hudson for over 26 years and his

responsibilities have increased. H.D Hudson is a privately held family-owned company. Prior to his current employer, Marvin worked as a Controller for an automotive start-up, which grew to 100 employees and \$40 million in sales in just over 3 years.

In addition, Marv serves on 2 non-profit boards, adding valuable insight from the finance and legal perspective. In his spare time, he enjoys photography, focusing primarily on weddings and sporting events. He is also a head football coach, who believes that the game of football teaches young people important life lessons. He has several players who are currently in the NFL.

Marv is a graduate of Western Michigan University.

Multitasking in the Credit Department

Jessica Henderson, Senior Global Credit Analyst, Bissell Homecare Inc.

Jessica Henderson is the Credit Manager for BISSELL International Trading Co. dba BISSELL Homecare Inc., located in Grand Rapids (Walker), MI. She manages all areas of the credit function for BISSELL locally and globally, which includes customers in the US, Canada, Europe, Asia, Australia, etc. The areas of the credit function managed by her include credit review, credit approval, risk management, collections, bad debt mitigation, etc. Jessica has 10+ years of experience within the credit field and has been an active member of NACM for a few years now. In addition to being a member of the local NACM chapter in Michigan, she is also a member of the NACM North American Retail Group and the NACM National Consumer Products Credit Group.

Zak Kane, Strategic Sales Manager, Sidetrade

Zak Kane is a Strategic Sales Manager for Sidetrade, based in Minnesota. He has spent over a decade in Fintech and ERP applications, helping customers bring automation and best practices to areas from Finance and HR to Facility Operations. He holds an MBA from Concordia University.

Regina Sandrik, Credit Manager, Novo Building Products

Regina Sandrik has been the Credit Manager for Novo Building Products for 12 years. She manages the credit team for all Novo Companies: Novo Building Products, LJ Smith Stair Systems, Ornamental Decorative Millwork and Novo Direct. Sandrik reviews new customer applications, discrepancies, and all updates and changes for all accounts.

Prior to Novo, Sandrik co-owned an Auto Repair shop and a Towing Company for 12 years, managing all aspects of sales, billing and payments. Sandrik attended Park University with additional credit training.

The Five C's of Credit in Review

Caroline Perkins, CCE, Credit Manager, Mickey Thompson Performance Tires

Caroline has been in the credit industry for over 30 years. She has served as credit manager for Mickey Thompson Tires, a wholly owned subsidiary of Goodyear Tire & Rubber Co., for the past 36 years. She earned her CCE certification in 2012 from NACM and has participated in numerous credit interchange groups throughout the years. She is the winner of the "12th Man Award" in 2012 and the "Ironman Award" in 2014 from Mickey Thompson Tires. Caroline has been married to Steve for the past 38 years and they make their home in Akron, Ohio. They enjoy spending time with their large extended families and are active leaders in their church.