

WE'RE OFF TO THE CREDIT RACES!



2026 REGIONAL MEETINGS INDIANAPOLIS: *BIOGRAPHIES*



THE POWER OF PURPOSE-DRIVEN BUSINESS: THE BUSINESS CASE FOR SOCIAL IMPACT
MATTHEW D. MCGOWAN, CSP, Director, Social Impact, Staffmark Group

Matt McGowan is an Army veteran and the Director of Social Impact at Staffmark Group, where he leads programs that drive workforce development and community impact. Drawing on his own challenges transitioning from military service to civilian life and his challenges as a disabled veteran, Matt founded Operation: Hired, Staffmark's flagship military and veteran hiring program. This initiative has become the cornerstone of the broader RGF Connect platform at Staffmark Group, designed to connect individuals facing barriers to the workforce with meaningful career opportunities while supporting the communities they serve. Passionate about creating equitable pathways for veterans and other talent, Matt partners with community organizations, veteran service groups, and industry leaders to remove barriers and ensure candidates have access to the tools, training, and opportunities they need to succeed. His work demonstrates how purpose-driven programs can create lasting impact, both for individuals and organizations. Through his keynote presentations, Matt shares actionable insights and inspiring stories from his journey and his work at Staffmark, showing how businesses can turn social responsibility into measurable results.



CREDIT LEADERSHIP EXCELLENCE: ESSENTIAL TRAITS FOR SUCCESS
TERRI EGGBEEN, Manager Credit and Collections, Fechheimer Brothers Co.

Terri Eggebeen brings over 35 years of dedicated experience in the credit and collections profession. Her career began in consumer credit, where she spent a decade building a strong foundation. She then transitioned into the corporate credit environment, where she thrived for 24 years, consistently driving results that directly impacted organizational profitability. For the past nine years, Terri has been a key contributor at Fechheimer Brothers Co., headquartered in Cincinnati, Ohio. Initially serving as Assistant Credit Manager, she led the Credit and Collections team with distinction. On January 2, 2024, Terri was promoted to Manager, Credit and Collections—a well-earned recognition of her leadership and expertise. Terri credits much of her professional growth to long-time NACM member Jay Zimmerman, her former director and mentor. As she puts it, "Because of Jay's leadership and mentorship of my career, I found my true passion in credit and risk mitigation. Jay is responsible for shaping my career path."



TUESDAY, APRIL 21st, 2026



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HOW TO MAKE A SOUND CREDIT DECISION

TINA TUCKER, Accounts Receivable Manager, Calumet Specialty Products

Tina has held many AR positions beginning in 1994. Collections and AR experience includes auto, medical, security and manufacturing industries. Tina is an AR manager with Calumet Specialty Products (a petroleum refining company) since 2018. Projects in recent years at Calumet focused on continuous improvement of processes, creating and managing an SOP library, and looking for ways to utilize technology to automate processes to increase efficiency. In her spare time, she enjoys hand making jewelry and spoiling her 20-year-old cat.

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STACI CIMA, CCE, Director of Credit, Echo Electric

Staci Cima is the Director of Credit for Echo Electric and is now on her fourth department transformation. She has over 25 years of experience in public accounting, finance management and Order-to-Cash management. Staci is a frequent speaker and panelist with emphasis on process improvement, change management and technology. Staci has been a member or vendor of NACM Connect for 15 years, participating in various committees and sitting on the Connect governing board and was selected as Connect member of the year.



CHANGE MANAGEMENT WITH A TECHNOLOGY TWIST

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