

Merle (Mearl) L. Isgett

Regional Director Field Client Service NCO Financial Systems, Inc.

Career Overview

Ms. Isgett joined the FABAA Board in 2008 as its Commercial Member. At NCO Financial Systems, Inc. Ms. Isgett is responsible for client service for clients in the Northeast, Mid-Atlantic and Southeast Regions of the US. She works closely with clients to answer question and ensure prompt attention to needs of our clients. Ms. Isgett meets with clients on a quarterly basis or more frequently as deemed appropriate by the client. She is available to provide one-day workshops for the staff at college and universities on topics of your choice to assist you in minimizing your receivables. Examples of topics are FDPCA, Credit Bureau Reporting, Customer Service and Collection Techniques.

Experience

Ms. Isgett joined NCO in August, 2007. She has extensive experience in the service sector and knowledge in the legal arena. Her career encompasses a series of long-term relationships with national and international law firms and companies in professional services, consumer products, and manufacturing. During her legal career, she had experience in the legal process for collection of debt.

She began her professional experience over 30 years ago. She has vast experience in training, teaching and speaking in the local and national arena. As a national award winning speaker and President of a national professional association, Ms. Isgett has experience facilitating large group dynamics, and in one-on-one feedback sessions. In addition, she has over twenty years of experience providing executive coaching to corporate executives and legal professionals.

She is the author of numerous articles and publications. She is co-author of the American Bar Association's Commission on Non-Lawyer Practice Report. In addition, she has written leadership, hiring, writing and presentation workbooks and success guides. A sought after presenter, she delivers topics ranging from leadership to ethics.

Isgett has served on several local and national boards. She also served as an Adjunct Professor at the College of Mt. St. Joseph in Cincinnati, Ohio for four years. She continues to be involved on boards and is currently President of an Association Board.