



# Educational Offerings

## CCO: Issue Tracking

September 18, 2018 – 9:00am PT/11:00am CT/12:00pm ET

One (1) Education Credit toward Certification/Recertification

In this webinar you will hear about the different stages of maturity of a compliance program which is to a greatly defined by the culture your company has when it comes to compliance. An immature stage is often characterized by fear of openly identifying and escalating compliance issues. Learn how to create a culture where employees are encouraged to self- identify compliance issues and to escalate them appropriately whilst keeping your compliance issue management program manageable.

### Pricing:

**Member:** \$64

(Purchase the entire series for \$200 and save over \$50!)

**Non – Member:** \$94

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### Course Presenters:



**Doris Hektor** is the VP, Chief Compliance Officer at Encore Capital Group, Inc. In this role, Ms. Hektor is primarily responsible for overseeing and managing compliance within the organization, ensuring that the company and its employees are complying with regulatory requirements and internal policies and procedures. She is also responsible for establishing standards and implementing processes to ensure that Encore's Compliance Management System is effective and efficient in identifying, preventing, detecting, and correcting noncompliance with applicable rules and regulations.



**Lexi Knight** is the Chief Operating Officer for ResoCore Asset Management, Inc., Lexi's core strength is her ability to quickly identifying areas of improvement and implementing the necessary solutions to improve efficiency of process and cost alike. She not only encompasses the drive, intellect, and strong personality to persevere in any business, but she also has the diverse skillset and tenured industry background. Starting in her teen years, Lexi worked at the ground level of production as a skip tracer and collector. Within a short number of years, she moved into the legal networking and vendor management space, ultimately managing her own team of production staff.



**Brett Soldevila** serves as the Chief Compliance Officer for Security Credit Services, LLC, a receivables management company for consumer and commercial defaulted receivables. His responsibilities include ensuring the Company complies with regulatory requirements, implementing policies and procedures, managing internal and external audits, and overseeing investor related functions. Prior to joining Security Credit Services, Brett served in the internal audit department of a global consumer and commercial services company, and in the audit & enterprise risk services department of a professional services firm. Brett is a Certified Public Accountant, Certified Fraud Examiner, and Certified Receivables Compliance Professional. Brett was elected to the Receivables Management Association International (RMA) Board of Directors in 2017. He previously served as the Chair of the RMA Certification Council and has also served as Chair for the Council's Standards Committee