



Rina Mancini

As an experienced business executive, leader and strategist, Rina Mancini has developed both depth and breadth of experience within Financial Services, Credit Reporting and Telecommunications industries. With a solid track record of accomplishments Rina is capable of creating, leading and working collaboratively with high-performing teams to deliver results. She quickly demonstrates to her clients the ability to think strategically, motivating others to support corporate ideas, concepts and values, and then hold them accountable to an agreed set of deliverables. Rina is bottom-line focused but recognizes the importance of calm collaborative leadership to achieve results in all types of scenarios, from business as usual to crisis situations.

SELECTED ACHIEVEMENTS

- Created and was responsible for a new enterprise-wide Credit and Collections organization, including recruiting and hiring of Senior Leadership team. Worked with team to create new structure and methodologies for the new function. This included strategic planning, creation of mission and vision, improved reporting and analytics, management of outsourced operation, creation of performance management methodology, and an annual communications plan.
- Originated and was responsible for the first Credit Risk Management Department for a national retail credit card provider. Rina and team developed the vision and strategy, recruited team members, implemented policies and procedures, and conducted a due diligence process to select state-of-the-art credit risk management and collections technologies, leading to implementation of same
- Rina was a key member of a consulting team brought in to restructure a consumer finance company out of bankruptcy protection (CCAA). Specific focus was put on rewriting credit and collections policies, streamlining and improving processes, and conducting a search for a new adjudication system.
- Conducted comprehensive marketplace assessment, and contributed to the strategic plan of a U.S. credit reporting agency for the agency's launch of a sub-prime credit bureau in Canada.
- Decreased bad debt and improved the performance of an accounts receivable function for a mid-size telecommunications company, after a technology implementation increased write-offs to unacceptable levels.
- Conducted a review of, and provided improvements to, the credit risk policies of a major U.S. retailer planning to launch a credit card as part of a national Canadian retail launch.
- Successfully launched the outsourced operations for a new credit card issued by a national retail organization and new Canadian bank.
- Canadianized all operations, marketing, policy and procedure manuals and office standards materials for a U.K. franchisor launching an accounting franchise in the Canadian market.

PRIOR EXPERIENCE

Clients of 360 Credit Management

- Provider Capital Group
- Corelogic Inc.
- TaxAssist Accountants
- Xplornet Communications
- Score Statistical Consulting
- The Promontory Group
- C&D Strategic Consulting
- Davis & Henderson – Vice President, Credit Card Operations
- Rogers Communications – Vice-President, Credit Operations
- Sears Canada Bank – Vice-President, Credit Risk
- Equifax Canada – Vice-President, Business Information Services
- Manulife Bank of Canada – Assistant Vice-President, Branch Operations

QUALIFICATIONS

- M.B.A. – University of Toronto
- B.A. – Bachelor of Administrative Studies, York University
- Advanced Board Governance Program – Canadian Board Diversity Council
- Board of Directors – Provider Capital Group
- Member of the Board of Directors for various Credit and Collections Industry Associations
- COPC Call Centre Operational Standards Advisory Board Member

