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## Top 25 Most Influential Collection Professionals 2011



Written by Collection Advisor Magazine



An influential professional is not only driven by a powerful return on investment but the methods by which it is achieved. An influential professional knows that in successfully settling a debt, three parties must be satisfied: the debtor, the account holder and the governing body that protects both parties. This in mind, an influential professional understands that compliance is not the most loudly spoken party but is ever looming and must be respected and embodied through the entire collection process. It is for this reason that the Top 25 Most Influential Collection Professionals of 2011 have provided their personal creed on compliance.

The Top 25 Most Influential Collection Professionals of 2011 is the summation of many conversations with professionals all over the country. These conversations have taken place at conventions, for various articles and for the creation of lists such as this. The Collection Advisor staff has reviewed previous top professionals from the last six years and professional profiles from the last two years. We have also approached ACA International's unit presidents for recommendations based on their dealings as presidents and as collection professionals themselves.

The list does not include every collection professional that embodies these virtues as the industry's current level of professionalism is due to the collective decision to continually raise that level through the adversity of a recession. Rather, the list is an assemblage of professionals who have without cue and often recognition, led the way for the collective.

We invite letters, e-mails and calls pertaining to nominations for the next collection of influential professionals that we assemble. Please contact us at 1705 W. Northwest Hwy., Suite 170 Grapevine, TX 76051, [josh@collectionadvisor.com](mailto:josh@collectionadvisor.com) or 817-421-5340 respectively.



## STEVEN KUSIC

NRA GROUP, LLC DBA National Recovery Agency

President & CEO

**“Compliance comes first. It’s more important to have all phone calls include the mini-Miranda and state ‘all calls will be recorded,’ than to receive a payment.”**