



Shawna K. Chambers

— Director of Commercial Collections

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With a clearly defined end goal in mind, Shawna focuses on long-term achievements and performance that exceeds client expectations.

Shawna is responsible for the daily management and oversight of the commercial collections business unit, which includes two front-end call centers and dedicated staff throughout each of the firm's offices. She drives the firm's processes and procedures for commercial collection initiatives, as well as direct daily interactions with clients. Prior to joining the commercial collections group, Shawna spent three years in consumer collections and nine years in probate recovery. She brings nearly 20 years of collective experience to her role.

Shawna measures success by her ability to identify client needs and then deliver effective solutions to meet those needs. She always strives to see a situation from the client's perspective, and takes her role in their recovery process seriously. Her clients appreciate the single-source solutions that Weltman offers – including agency collections, skip tracing and asset location services, litigation, and post-judgment recovery solutions.

Early on in her career, Shawna was awarded with a "Top Collection Manager of the Year Award" by one of her clients. She was also the recipient of Weltman's Valega Award, a program recognizing employees who demonstrate extraordinary customer service.

Outside of the office, Shawna enjoys spending time with her family – especially spoiling her grandchildren – and traveling with her husband. You can find Shawna relaxing at her favorite destination, the Caribbean's. Shawna is also a big history buff – including her own family history! She is a member of the Ohio and National Genealogical Societies.

Honors & Distinctions

- ▶ Top Collections Manager of the Year (2006)
- ▶ Top Probate Provider of the Year (2006)
- ▶ Weltman Commitment to Excellence Award (2007)
- ▶ Weltman Elite Award (2012)
- ▶ Weltman Valega Award (2007)
- ▶ Weltman Leadership Development Program (2012)

Education

- ▶ Business administration coursework, University of Rio Grande

Presentations

- ▶ "Ask a Pro: Commercial Collections and Litigation - 2022 and Beyond," Weltman Webinar, May 10, 2022

Publications

- ▶ "The Latest FAQs in the World of Commercial Collections and Litigation," Weltman Insight, March 16, 2022