



Chris J. Kimes

— Director of Business Development

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As a professional connector of problems and solutions, Chris is known for translating big ideas into action.

Strong relationships are key to developing long-term customer loyalty, and Chris demonstrates his ability to build and maintain them on a daily basis. As a trusted advisor, he seeks to uncover the unique challenges his clients face, so he can in turn offer relevant and timely solutions. As the national director of business development, Chris is responsible for overseeing all of the firm's sales channels, developing the marketing strategies, providing guidance to the business development team, and coordinating all sales and marketing efforts with firm management to collectively achieve growth and profitability goals.

Chris has an impressive history of collections and call center industry experience. He built and launched two successful collection agency entities which he operated for nearly 18 years before they were sold in 2009. Now, with 34 years of industry experience under his belt, he is in a unique position to identify with the needs of his clients.

Chris enjoys serving as a mentor to other associates in the firm, and in the industry. He sincerely cares about the people he works with – client facing or otherwise - and believes that trust in any relationship is always paramount. With his inquisitive mindset, he constantly seeks to learn about others and what really makes them “tick”. He can start a conversation with anyone about anything, but his favorite topics include sports, heavy on the Cleveland teams.

Chris resides in Aurora, Ohio with his wife and four children: three sons and one daughter. He is incredibly active in his community and has coached a number of youth teams over the last several years – from football, baseball, basketball, to soccer. He is also a “bigtime” music guy and genuinely enjoys all different types of genres. Those who know Chris well would probably not be surprised to learn that he hosted his own radio show in college. Every once in a while, he still likes to break out his vinyl.

Education

- ▶ B.A., Business Administration and Marketing, University of Findlay, 1991

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Affiliations

- ▶ National Association of Youth Sports: Head Coach
- ▶ Sigma Pi Fraternity: Member
- ▶ USA Football: Head Coach