



## Heather A. Schneider

— Director of National Bankruptcy Solutions

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**Weltman** ▶  
Weltman, Weinberg & Reis Co., LPA

Heather focuses on the effective management of bankruptcy portfolios – and identifying any areas of risk.

Working in the collections industry for the better half of 20 years, Heather is responsible for the operations of the firm's bankruptcy department, in conjunction with the focus area leader. On a daily basis, she offers her mentorship through effective management of the department's professional (non-attorney) staff. Her goal is to not only ensure that matters are being handled timely and accurately, but to develop continuous process improvements that lead to effective client management.

Serving a wide variety of industries, Heather typically coordinates with operations and collections managers, loan and default coordinators, directors, and vice presidents who are sometimes faced with large volumes of bankruptcy accounts on a daily and weekly basis. Often under pressure to protect their organization's interests - while keeping costs down - they count on her to augment their in-house services by providing cost-effective alternatives.

A few years back, one of the firm's largest clients approached Heather to conduct a risk assessment of their entire bankruptcy operation. They had been struggling to meet stringent filing deadlines, which was costing them thousands of dollars annually. After an onsite visit and a thorough review of their policies and procedures, Heather was able to identify a significant gap in their redaction procedures for bankruptcy pleadings filed with the court. As a direct result of her findings, the firm was awarded a large-scale redaction project that produced a significant amount of revenue. Now referred to as the Bankruptcy Risk Assessment Program, this quality-control process has since been extended to additional clients of the firm.

Heather serves on the firm's diversity and inclusion committee and marketing committee. Away from the office, she spends time with her family, is an active member of her church, and volunteers in the community and with her children's school. Heather is a catechist and teaches PSR. She has been a classically trained violinist since she was eight years old, and is also a published poet!

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## Honors & Distinctions

- ▶ Weltman Valega Award Winner, 2013

## Education

- ▶ Business Administration coursework, Auburn University

## Affiliations

- ▶ American Bankruptcy Institute: Member
- ▶ American Legal & Financial Network; Women in Legal Leadership (WILL): Member
- ▶ mPower Financing: Member
- ▶ National Association of Chapter 13 Trustees (NACTT): Member
- ▶ Society for Human Resource Management: Member
- ▶ St. Angela Merici: Member

## Publications

- ▶ Bankruptcy Court Fee Increase Effective December 1, 2020  
Weltman Alerts; November 10, 2020
- ▶ Weltman Announces Recent Changes in Leadership  
Weltman News; May 28, 2014