



## Cindy J. Darwal

— Director of Audit & Client Services

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

Cindy's goal is to cultivate a compliance audit program that truly differentiates Weltman in the marketplace.

Cindy began her professional career in the credit and collections industry through a local government utilities provider, and oddly enough, was a client of the firm. Now on the other side of the coin – with more than 30 years of experience combined – she oversees all of the firm's audit and client service functions, including the planning, direction, and coordination of audit best practices, as well as the onboarding of new clients and the maintenance of existing clients. With state, federal, and industry regulations becoming increasingly demanding year-over-year, her team is essential to both the firm and our client's operational well-being.

Bringing a client's perspective to the firm, Cindy is committed to achieving service excellence and customer satisfaction, and streamlining business operations for clients. A large portion of her team's time is spent on internal reviews, as the firm continually undergoes examination of our hundreds of policies and procedures pertaining to security, accounting, and quality assurance. These efforts seek to validate that our processes are highly effective, while identifying any opportunities for improvement. Cindy's team also facilitates client audits and vendor/third party audits – either onsite, at their sites, or virtually.

Cindy has been instrumental in numerous projects for the firm, including the creation of a “paperless” document imaging system and the development of eClientNet, the firm's proprietary web-based client communication portal, which launched in 2008. eClientNet provides clients remote access to account activity, file status, progress reports, performance statistics, inventory lists, and accounting information, all in near-real-time.

As an avid golfer, Cindy competes in women's amateur events. She considers herself a “foodie,” and a lover of wine and craft beers. She also enjoys crafting and traveling.

### Education

- ▶ B.S., Communications and Accounting, Bowling Green State University, 1975

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