
Michelle Riviello



AGE: 30

TITLE: DIRECTOR OF OPERATIONS

COMPANY: AMERICAN PROFIT RECOVERY

COMPANY LOCATION: MARLBOROUGH

RESIDENCE: SOUTH BOSTON

2010 NEW LEADER

CAREER HIGHLIGHTS:

Upon graduation, I was hired as director of recruitment and training for J&L Marketing where I managed over 100 promotion coordinators nationwide. After three successful years there, I joined APR 10 months after they opened their doors. At the time, we had five employees in two locations; we now have 57 employees in four offices. My responsibilities have grown daily and I support all departments at APR in various ways.

COMMUNITY INVOLVEMENT:

I volunteer with the Junior League of Boston and am serving my second year as co-chair of the JLBoston Events Committee which provides volunteers for numerous charitable events throughout Boston. I am active in the University of Dayton Alumni chapter and participate in their volunteerism activities. I organize all corporate charity initiatives including Making Strides, PLANET Day of Service, Adopt-a-Family, ACA Collector Challenge and Summer Charities of Choice for APR.

BIGGEST SUCCESS:

My biggest success has been helping to make APR a respected name in our industry and community. As a six-year-old company we have been named Best

Places to Work in Collections three years in a row, been honored with Collection Professionals of the year from our ownership team and were recently recognized by our industry for our social media plan. We have raised over \$25,000 for the prevention and treatment of cancer and spent numerous volunteer hours and thousands of dollars helping other causes important to our team.

DREAM JOB:

Besides general manager of the New York Yankees? Operations and APR have been a great fit for me as my current position allows me to dabble in many different facets of a company on a daily basis. From Customer Service to Sales to Human Resources, I get to take care of the behind the scenes details yet also be the face of our company for many of our marketing initiatives.

IF YOU WEREN'T DOING THE JOB YOU'RE DOING NOW, WHAT WOULD YOU DO?:

It's very difficult for me to answer this question as I feel like APR has allowed me to create the perfect position for me while still allowing it to evolve to fit my changing needs and wants. I've had the opportunity to truly grow up with this company.