



Amy E. Moore

Chief Innovation Management Officer

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As Chief Innovation Management Officer at Marshall Gerstein, Amy has focused her efforts on risk management and client lifecycle management. Over the past 22 years, Amy has led initiatives aimed at process improvement at every stage of the client lifecycle. She works closely with firm partners to ensure that business objectives are met in a way that improves operational efficiency and strengthens client relationships. Amy is dedicated to leveraging technology and creative solutions to meet the evolving needs of clients and the firm.

In her role, Amy oversees three key departments—Conflicts, New Business Intake, and Information Governance—where she is instrumental in driving process improvement initiatives that enhance operational efficiency across the firm. She currently sits on the firm’s Conflicts Committee, Finance Committee and DEI Committee.

A graduate of the University of Illinois at Urbana-Champaign with a Bachelor's degree in Political Science, Amy also holds an MBA from the same institution, specializing in Innovation and Entrepreneurship as well as Data Analytics.

Education

- University of Illinois, Urbana-Champaign (MBA)
- University of Illinois, Urbana-Champaign (B.A.)
 - Political Science

Representative Experience

Amy’s areas of experience include:

- Risk Management
- Compliance Analysis
- E-billing Implementation
- Conflicts Clearing
- New Business Intake/Disengagement
- Credit and Collections
- Process Improvement
- Client Relations

Community and Professional Involvement

- Association of Legal Administrators, Chicago Chapter Member
- National Association of Credit Management, Midwest Chapter
- Legal Conflicts Quarterly Roundtable, Chicago