



Amy E. Moore

Chief Innovation Management Officer

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As Director of Client Services at Marshall Gerstein, Amy E. Moore has focused her efforts on client relationship and lifecycle management. Over the past 15 years, Amy has led initiatives aimed at process improvement at every step of the client experience. She works closely with firm partners to ensure that business objectives are met in a way that strengthens client relationships.

Amy currently sits on the firm's Conflicts Committee and oversees the New Business Intake Department and the Client Services Department.

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