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Credentials

Michelle is Director of Risk Management Services for ePayResources, formerly EastPay Advisory Services, where she conducts payments-related audits and risk assessments for financial institutions and businesses.

Prior to joining EastPay and EastPay Advisory Services in 2015, Michelle was Lead Deposit Operations Specialist for Gateway Bank of Southwest Florida, where her duties included setting up clients for ACH Origination and Remote Deposit Capture services; managing the Business and Retail Online Banking ancillary programs; managing wire transfers; and performing training. She was also a member of the Quality Service and IT Committees. Prior to Gateway Bank, Michelle worked at Coast Bank as Deposit Operations Manager and later Regional Administrator.

Michelle graduated from Framingham State College with a degree in Business Administration. She has been certified by NACHA as an Accredited ACH Professional (AAP) since 2014, and by ECCHO as a National Check Professional (NCP) since 2014.