

Diane Driscoll's NMA Success Story

By: Diane Driscoll



Introduction

- Hello my name is Diane Driscoll and I have been with National Merchants Association for 1 year and 6 months.
- I am in the Quality Control Department as the Quality Control Manager

What attracted you to a career in payments?

- What attracted me to a career in the payments industry was a new adventure where I could grow and develop.
- When I was searching for a new career, I was looking for a company that I could use my previous work experience of 13 years in the Biotechnology industry as an Assistant/sales coordinator for Tech Service dept. and my education background in the Criminal Justice field. I wanted to be in a company where I could be more involved, and where I could develop and grow professionally and personally.
- During the interview process with National Merchants Associations I was also in the Interview process with another company that was similar to my previous work experience I had a choice to make -go back in the industry that I had worked in for over 13 years & stay in my comfort zone with no room for advancement OR join a company in a different industry and challenge myself with potential to grow and advance within the company.
- National Merchants Association was the company that I wanted to work for! It was a small growing company with lots of growth opportunity, a company who invests in its employees to develop them professionally and personally and it was a new and exciting industry for me to learn about.

What departments have you worked in during your time in the industry, and specifically at NMA?

- During my time in the industry/with National Merchants Association I have worked in the Quality Control Department
 - Hired as Quality Control Analyst II (05/11/2015)
 - Promoted to Quality Control Supervisor (03/31/2016)
 - Promoted to Quality Control Manager (11/14/2016)

If you've changed departments, what
was that process like?

- I have not changed departments, but I have been growing and advancing within my current department.

How did you come to find the best position for you at NMA?

- There are two factors that has assisted in finding the best position for me at National Merchants Association:
 - One: Desire
 - My initial desire to find a position that I could use my prior work experience and my educational background.
 - Desire to learn, and understand the industry
 - Two: Opportunities provided by the Company
 - Having great leadership to aid in developing and educating me in the industry
 - Being provided tools and opportunities, which I had the desire to take advantage of to further advance in my position and career.

What extracurricular activities or involvement has helped you grow your career?

- To advance my career in the payment industry and my professional development I do the following:
 - Join payment related groups and make connections with other payment professionals on LinkedIn
 - Read payment industry articles and self improvement books that I can use to professionally develop.
 - Take online courses and do online research.

Are you on an NMA committee, and if so, what has been your experience with the committee?

- Yes, I am on the Professional Development Committee as Secretary.
- As an individual who desire to learn and implement professional development I find the committee to be a great place to share and learn about the various aspects of professional development. In which we use to provide seminars/events to host for the company
- As a committee we desire to bring valuable content and networking opportunities to all the employees to aid them in their professional development

Are you involved with the Electronic Transactions Association? Are you on a council or committee? Tell us about your experiences.

- Yes, I am involved with the Electronic Transactions Association.
- In addition to attending webinars to further educate on specific matters of the Payment industry I am on the Risk, Fraud, & Security Council and recently applied for the Professional Development Committee for next year.
- I have found the ETA Webinars and Council very beneficial in our complex and ever changing industry

Are you an ETA Certified Payments Professional?
How has obtaining the certification benefitted your
career in payments?

- Not yet, I am scheduled to take the ETA Certified Payments Professional Exam on December 19th, 2016
- By being in the industry and preparing to take the exam I expect that becoming a ETA Certified Payment Professional will show that I am a knowledgeable Payment Professional.
- The Study session that NMA offers for the ETACPP exam I am confident that I have the resources needed to succeed.

What other payments-related organizations or extracurricular are you involved with? Tell us about them.

- I am an active member of the Women's Networking in Electronic Payments or W.NET Organization that provide personal enrichment through world-class national and regional programming, networking opportunities and mentorship programs.
- I am actively involved on the Membership Committee and Headed a sub tasks force Ambassador, involved with the New member buddy program, and currently involved in the Lapsed member tasks force. I am also looking to join the So. Cal LINC committee.
- This is a great organization that has local and national events to network and empower women to advance within the payments industry.

One Tip/Advise for other NMA employees to succeed

- The one tip or advise for other NMA employees to succeed with the company and in the payment industry is to take advantage of the opportunities and development resources that NMA offers
 - Join a NMA Committee and get involved
 - Attend ETACPP Study Sessions that NMA Professional Development Committee provide to all those who are interested.
 - Use the resources of the ETA Membership, which all employees are members.
 - Become an W.NET Member to empower and develop within the industry and to network with others payment professionals.
 - Get involved!