



Jayne Crosby, CCE

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My name is Jayne Crosby, CCE (pronounced jay-knee). I've lived my entire life, thus far, in Utah. I've been married 22 years to my ride-or-die, Ryan Crosby. We have one child, Ceru 20, one ball python named Lilac, a cat named Milo, and the best dog EVER, a Frenchton named Toki. When I'm not working and enjoying my career, I really love reading, kayaking, camping, crafting, and sewing all the things (quilts and bags, mainly). I also love spending time with my family, and did I mention the best dog ever?

I made my bold entrance into the world of credit 28 years ago as a level-entry B2B Credit Analyst and I worked my way up to the position of Credit Manager. Since then, I've worked for various companies all within the sphere of credit, including but not limited to, credit analysis, accounts receivable, collections, customer service, and accounts payable, or some combination thereof.

The first time NACM came onto my radar, I was a Credit Analyst for a healthcare staffing company and didn't have the money to start my certification process, but I knew it was something I wanted to do. After I switched companies, I found out they were an NACM member, and I jumped at the opportunity to start taking classes for my CBA. I quickly learned about scholarships and that I could do even more than a CBA. And that, my friends, changed my entire career trajectory.

I juggled family, social life, work, and threw in night classes to prepare for the CBF, and subsequently the CCE certifications. It was something I wanted to do for me, personally and professionally. And being able to achieve this was a source of pride to me.

Once my certifications were under my belt, my next goal was to attend NACM's Credit Congress. I wasn't sure if my current employer would approve the expense, but I figured it never hurts to ask, right? To my delight, they said yes! This year I will attend my third Credit Congress, I can't even begin to tell you how beneficial this event was for credit professionals. I'm looking forward to Credit Congress 2026!

Serving on the Board of Directors for NACM Intermountain would allow me to give back to an organization that has done much for me and my career.