

Life@ZOTEC



Diane Abernethy

*Vice President,
Client Relationships*

At Zotec, we know our employees are extraordinary and they prove it every day - to each other, to our Clients and to the Community. They've got stories to tell, and we're here to hold the mic for them. Go grab a cup of coffee (we'll wait) and settle in to read our newest 'Life @ Zotec' installment.

Hi Diane! Congratulations on your recent promotion to Vice President of Client Relationships! What was your first position with Zotec?

I joined Zotec during the MMP acquisition. I was a Client Service Manager with MMP and came over to Zotec in that same position. My career started right out of college as a payment poster, and I joined the Client Services team about a year later.

What will your responsibilities be in your new role?

In my new role, I'll be a resource for the ED CRM team to help with Client issues that may be outside the norm. Ultimately, my main goal is to build and maintain Client relationships and trust.

You've had a great career progression with Zotec. What's the secret to your continued success?

I have always attempted to build "family" like relationships with my Clients. I do this by always being willing to listen to any concerns they may have and doing my best to resolve those issues as quickly and efficiently as possible. At the same time, I try to always get to know something about each of my Client contacts that may be unrelated to the Client/vendor relationship.

I've also had the privilege of working with great co-workers and leadership over the years. Those relationships have allowed me to grow in more ways than I can list.

What would you tell Clients about working with Zotec?

Zotec is passionate about assisting our Clients – we want them to thrive despite the challenges we've seen the past few years and a volatile industry. Our technology and experienced operational, regulatory, and Client Relationship teams are the best in the RCM field!

What words of advice would you give others pursuing leadership opportunities at Zotec?

Listen! That means not only to Clients, but management and co-workers, as well. Be willing to accept that we all make mistakes, but never hide from them. Always be willing to learn!

Last question ... what's one word you would use to describe Zotec?

Leaders!



Inspired to become a part of Team Zotec?
Check out [our current openings!](#)

