

ALI Professionals

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Rob Brower is the Systems Services Manager for ALI. He provides information and technical support to clients to ensure seamless system integration, start-up and operations. A highly-regarded process engineer, Rob has been involved in every aspect of systems for financial entities during his 33-year career, from client services and corporate management to data conversions and integration. Rob has been a valued member of ALI's team since its inception. Rob can be contacted at (979) 695-1489



[E-mail Rob](#)



Debbie Sullivan is the Customer Service Manager for ALI. She ensures timely and attentive customer service to lease and finance company staff, their customers and insurance agents via phone, fax, mail and e-mail. With five years of recent managerial/supervisory experience and six years as a customer service representative for a personal lines insurance agency, Debbie is a respected member of the ALI team with experience in all aspects of operations. Debbie can be contacted at (888) 521-6568 x228

[E-mail Debbie](#)

Lauren Mullin is the Client Relations Manager for ALI. She ensures that clients' needs are handled promptly and efficiently. She monitors internal processes and provides on-site and Web-based training to client staff. Lauren joined ALI in 2003 and has a close familiarity with ALI's operational procedures, having excelled in each service department. She is well-versed in insurance protocols and industry practices and is instrumental in customizing program features to meet client needs. Lauren can be contacted at (888) 521-6568 x236



[E-mail Lauren](#)



E-mail Wally

Walter Keane is the Sales & Business Development Manager for ALI. He makes initial contact with prospective clients and provides them with information and support. His understanding of the ALI Program is enhanced by more than twenty years of experience in the sale of financial products and software applications. Wally earned a bachelor's degree in economics from Western New England College in Springfield, Massachusetts. Wally can be contacted at (888) 521-6568 x240

Michael Turley is the Controller for ALI, overseeing all financial matters and handling the settlement of insurance transactions with insurance carriers. He develops program analysis projections and oversees financial performance for ALI clients. Before coming to ALI, Michael served as vice president and treasurer of two regional Massachusetts banks, and as regional compliance director for the former Bank of Boston. He received a bachelor's degree in economics and computer science from Union College in Schenectady, New York, and is pursuing a master's degree in finance. Michael can be contacted at (888) 521-6568 x237



E-mail Michael



E-mail Richard

Richard Dubour is the Director of Operations for ALI. Richard joined ALI in 2001 with twenty years of experience in customer service and a detailed understanding of many equipment types developed during fifteen years in the construction industry. As Director of Operations, Richard oversees ALI's internal operations, including customer service, data entry, claims, underwriting, risk assessment, and facilities management. Richard can be contacted at (888) 521-6568 x 233

Keith Bessette is the IT Manager at ALI, keeping computer and telephone systems operating at maximum efficiency. Under his supervision, necessary software and hardware enhancements are installed expeditiously to support timely implementation of new client accounts. He also monitors all electronic data interchange processes to ensure error-free interfacing with ALI client databases. Keith has a degree in computer information systems from Springfield Technical Community College and continues to pursue technical certifications to keep up with new and current technologies. Keith can be contacted at (888) 521-6568 x224



E-mail Keith



Mandy Germain is Data Entry Supervisor for ALI. She ensures timely and attentive data entry of insurance documents received via fax, email and mail. She attended Salem State College and started working at ALI as a data entry representative in 2002, becoming the data entry supervisor in 2005. Mandy's staff greatly exceeds industry standards for document processing speed and efficiency. **Mandy can be contacted only by e-mail.**

E-mail Mandy

Shawn Lund is the Assistant Controller at ALI. He joined ALI in 2005 with an extensive background in accounting and both financial and data analysis from private sector business and government non-profit organizations. Shawn coordinates ALI's financial matters and serves as a resource to ALI staff and client lessors with financial questions, including those regarding insurance billing, invoicing, settlement, detailed payment history analysis. **Shawn can be contacted at (888) 521-6568 x249**



E-mail Shawn



Bryan Provost is the Customer Service Supervisor at ALI. Bryan's customer service team is responsible for providing exemplary customer service to ALI's clients, their customers and insurance agents. Bryan joined ALI in 2006, bringing with him 6 years of call center experience, specializing in the areas of quality assurance, training, and supervision. Bryan can be contacted at (888) 521-6568 x225.

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