

# RESUMÉ

Irish Credit Management Training was set up in 2002 by Declan Flood, Chief Executive of the Irish Institute of Credit Management to increase the level of Credit Management knowledge and the professional standing of Credit in Irish business.

Declan Flood FIICM, Chief Executive of the Irish Institute of Credit Management, has over 20 years hands on Credit experience in Credit Control and Credit Management with Unilever, Green Isle Foods and IAWS Group. He is a graduate of the Institutes Education programme and a Qualified Business Coach, he received his Qualification in Training & Development from National University of Ireland in Maynooth in 2006, has been training in all aspects of credit management for the past eight years, generating a sense of enthusiasm and urgency for all who have been through the training experience. His approach is effective without confrontation – and brings a whole new focus to Customer Service, and Profit growth.



**DECLAN  
FLOOD**



CHIEF EXECUTIVE

**IICM**