

# Jessica Devenish

President/CEO | EPN, Inc.

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**J**essica Carnesecca Devenish, president and CEO of EPN, Inc., grew up in the collection business. Her father had more than 20 years in the business by the time she was in high school, and the family business was often the topic of discussion at dinner.

Her father taught about the importance of customer service, as well as the ins and outs of the industry. At 16, while her friends were looking for jobs in fast food, she was completing high school work credit hours in her father's office.

Her dad wanted to make sure she understood the business from the ground up, so she started with filing and eventually moved to receptionist, then to customer service and eventually became a sales manager.

She opened a St. George office and coordinated the client service teams throughout the company's four Utah offices until the original company was sold in 1994.

Over the next few years, Jessica would often come across old clients. The message was always the same — they missed the hands-on approach and personal touch she provided.

So in 1997, she approached her family and suggested a new venture. With her family and the help of previous employees that had also missed the family association, they got back into the collection business and have returned to the top of the industry with their innovative approach and with priding themselves with more options and more results — their recovery is two times the national average in their industry. Jessica is the president-elect of the Utah Collectors Association for 2003-2004 and serves in other community and business organizations.

Jessica does all of this while balancing her own family. She is married to Kelly, and the couple has three children.



PHOTO BY SCOTT HANCOCK



The wonderful times she had growing up in a tight-knit Italian family business are the basis of her own family.

Balancing the responsibilities of motherhood, community service leader and businesswoman is easier when your husband is the leader of your support team.

And we already know what Jessica talks to her children about over the dinner table.