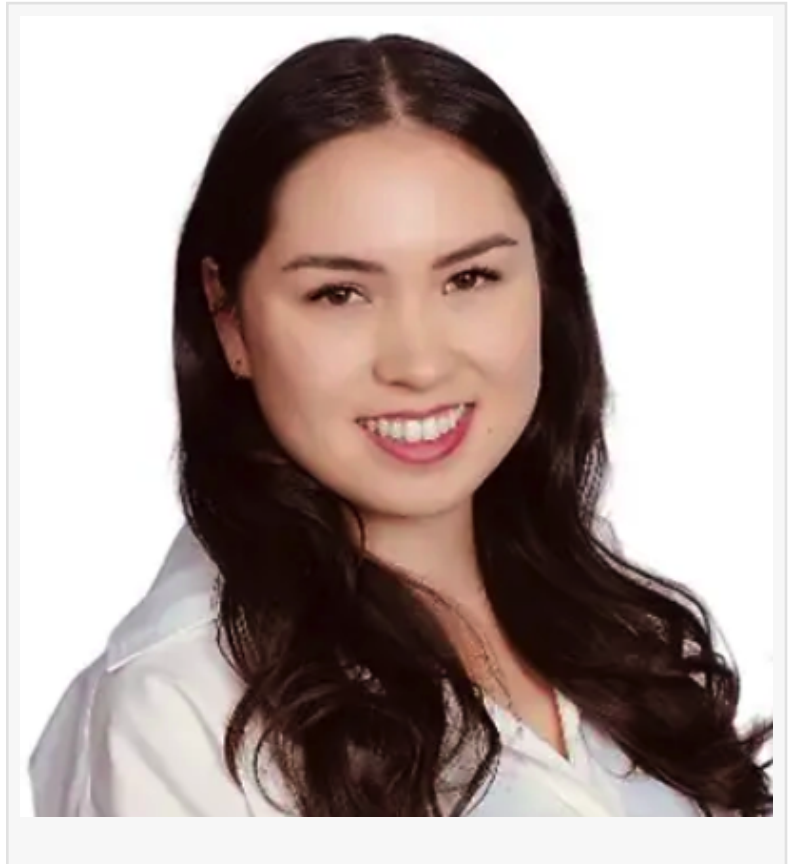


Influential Women Highlights JoAnne Peters For Driving Innovation Through Technology And Leadership

SPRINGFIELD, MO, UNITED STATES, July 24, 2026 /EINPresswire.com/ -- Expedia Group Collections Lead Combines Communication, Technical Expertise, and a Passion for Empowering Others in the Technology Space

Springfield, Missouri – JoAnne Peters is a Collections and Credit Management professional whose career reflects the power of combining communication, technology, and a commitment to continuous improvement. Currently serving as a Collections Lead at Expedia Group, JoAnne has built a reputation for bridging the gap between complex systems and the people who use them, helping teams improve efficiency, embrace change, and create stronger operational processes.



With approximately four years of experience at Expedia Group, JoAnne has developed expertise in collections operations, systems management, process improvement, and cross-functional collaboration. Her professional journey also includes experience in human resources and nonprofit volunteer work during college, experiences that strengthened her ability to connect with people, solve problems, and support organizational goals.

JoAnne holds a Bachelor of Science in Socio-Political Communications from Missouri State University and is currently pursuing a Master's Degree in Information Technology to expand her technical knowledge and continue developing her ability to create impactful solutions at the intersection of business and technology.

In her role at Expedia Group, JoAnne serves as a subject matter expert on collections systems,

helping teams better understand and utilize technology tools to improve performance. She manages aging accounts, collaborates with internal stakeholders, identifies opportunities for operational improvements, and supports initiatives that enhance both efficiency and client relationships.

A key strength throughout JoAnne's career has been her ability to translate complex systems, processes, and technical concepts into clear and accessible information. She leads training initiatives, supports automation efforts, and helps teams adapt to evolving tools and procedures. Through her work, she demonstrates that successful technology implementation depends not only on building effective systems but also on ensuring that people feel confident and supported while using them.

Beyond her daily responsibilities, JoAnne is passionate about continuous learning and knowledge sharing. She has led internal seminars focused on strategic thinking and artificial intelligence tools, including large-scale sessions attended by hundreds of colleagues. Through these efforts, she helps others understand emerging technologies and feel more comfortable navigating an increasingly digital workplace.

JoAnne attributes much of her success to the hands-on experiences she has gained throughout her career. These opportunities provided her with valuable exposure to corporate environments and introduced her to new perspectives on how organizations operate. She believes these experiences have shaped her understanding of technology, business processes, and the meaningful impact that well-designed systems can have on teams.

Her time at Missouri State University also played an important role in shaping her personal and professional outlook. While studying information technology and completing a Spanish minor, JoAnne had the opportunity to study abroad in Spain and Costa Rica. These experiences expanded her worldview, challenged her to step outside her comfort zone, and strengthened her ability to connect with individuals from different cultures and backgrounds.

One of the moments that most influenced JoAnne's career was witnessing firsthand how thoughtfully designed systems could improve efficiency and eliminate obstacles for teams. Seeing challenges disappear after implementing new solutions showed her the transformative power of technology when it is created with the needs of people in mind.

JoAnne also credits the mentorship and guidance she has received from leaders throughout her career. She has been fortunate to work with managers who encouraged her to fully understand and develop within her current role before immediately pursuing the next opportunity. This advice has remained a guiding principle throughout her career, reminding her of the importance of patience, learning, and building a strong foundation.

The most valuable career advice JoAnne received came from a one-on-one conversation with her manager, who encouraged her to fully understand where she was before trying to move

somewhere new. That perspective helped her recognize that every stage of a career offers opportunities for growth and learning.

She believes it is easy for professionals to compare themselves to others, but focusing on personal development and embracing current opportunities can build confidence and create long-term success. For JoAnne, career growth is not about rushing toward the next title—it is about gaining knowledge, developing skills, and creating meaningful impact wherever she is.

As technology continues to evolve, JoAnne believes one of the industry's biggest challenges is managing change effectively. While creating innovative systems is important, she emphasizes that helping people successfully adapt to those systems is equally critical.

She explains that employees often become comfortable with established processes, making transitions challenging when new technologies are introduced. Successful implementation requires thoughtful communication, empathy, and intentional support. For JoAnne, change management is not just about introducing new tools—it is about helping people understand their value and empowering them to succeed.

For young women entering the technology industry, JoAnne encourages them to follow their passions and remain open to unexpected opportunities. She believes success rarely follows a perfectly straight path, and career journeys often evolve in ways people do not anticipate.

Her advice is to remain authentic, pursue work that genuinely interests you, and trust that every experience contributes to future growth. JoAnne is passionate about supporting and uplifting women in technology, especially those who are early in their careers and looking for encouragement, guidance, and community.

Community involvement remains one of JoAnne's most important values. She believes in creating opportunities for others to learn, connect, and grow. Through organizations such as Women in Technology in Springfield, she continues to build relationships and support a stronger community for technology professionals.

JoAnne's commitment to lifelong learning is reflected in her continued education through a graduate certificate program. She believes that sharing knowledge is one of the most meaningful ways to contribute, especially when it involves taking complex ideas and making them easier for others to understand and apply.

Outside of her professional responsibilities, JoAnne enjoys traveling and pursuing personal growth opportunities. Her curiosity, people-first mindset, and passion for learning influence every aspect of her life.

Through her work at Expedia Group, dedication to education, and commitment to empowering others, JoAnne Peters continues to demonstrate the value of combining technology with human

connection. Her career represents a thoughtful approach to innovation—one focused not only on improving systems but also on bringing people along in the process.

Learn More about JoAnne Peters:

Through her Influential Women profile, <https://influentialwomen.com/connect/JoAnne-Peters>

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