

To whom it may concern,

I am writing this as a reference for Jim Wallace. I would be happy to speak personally to anyone as a follow up as well.

I met Jim Wallace in June of 2003 when I joined Telespectrum Worldwide as President and Chief Executive Officer. Jim was serving as EVP/CIO at Telespectrum and became one of my direct reports. Telespectrum was a distressed company that was owned by a collection of Banks and Hedge Funds that were looking to sell the company as soon as possible. My job was to assess the situation, including the management team, create some value and find a buyer.

I quickly recognized that Jim was a real asset who possessed excellent communication, business and management skills. I relied heavily on Jim for his insights and knowledge. Jim did a wonderful job of managing the consolidation of several different IT and Development groups into a smaller more productive unit that was better able to meet the demands of our clients improving both performance and customer satisfaction. His innovative approach to problem solving led to development of many program enhancements that helped Telespectrum solidify relationships and expand the business.

With Jim's assistance we were able to accomplish the objective of creating a valuation and engineering a sale that has served as the foundation for the growth of The Resource Group. A testament to Jim's value, as well as his dedication, is the fact that Jim was offered a two year contract with the new ownership to continue with the company.

During this time I also had the opportunity to get to know Jim, and his family, on a more personal level. I have been impressed with his commitment and dedication to his wife, children, church and community. Jim is an excellent Father and you can feel and see the respect and love of his three sons and wife.

As you can tell I have high regard for Jim and highly recommend him as a true business leader.

Sincerely,

Michael Shrader

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