

# Jim Wallace

441 South Feathering Road; Media, PA 19063-4546

Phone: (610) 566-9608

eMail: Jim@JimWallace4.Com

I am a strong leader who builds bridges between the various functional groups in an organization. I thrive in fast-paced, collaborative environments where the risks are as great, if not greater than the rewards. I am most effective and satisfied when responsible for moving, motivating and mentoring large groups of professionals and aligning their goals with the greater goals of the company.

## PROFESSIONAL EXPERIENCE

**TRG (The Resource Group)**

**WWW.RESGRP.COM**

**2002 – 2006**

TRG is a leading provider of capital and operating solutions to companies active in the business services sector. They take an active role in structuring and executing operating solutions for their portfolio companies which generate in excess of \$150M in revenue annually.

During my tenure with TRG, I was concurrently the Chief Information Officer for two of their portfolio companies – **iSKY North America** and **TeleSpectrum, Inc.**

### **Chief Information Officer**

iSKY, North America is a well-respected provider of Customer Satisfaction support and Market Research services.

#### **Accomplishments:**

- Reduced payroll costs by 30% while increasing IT revenue by 20%.
- Reduced telecommunications expenses by 35% saving \$1.2M over the contract term.
- Remediated telecommunications failures which had crippled expansion attempts.
- Remediated server security breach.
- Managed a budget of \$6M per year.
- Broadened development capabilities, improved timeliness and increased capacity with the successful addition of an offshore development team.

### **Chief Information Officer**

TeleSpectrum is one of the largest outsourced providers of Call Center services in North America.

#### **Accomplishments:**

- Increased Client Satisfaction from lowest to highest performer.
- Increased performance delivery from 85% to 98%+
- Renegotiated telecommunications contracts resulting in contract savings of \$6M.
- Reorganized staff resulting in savings of \$3M per year.
- Reduced IT spending from 8.5% of revenue to less than 5% of revenue.
- Actively participated in the Sales process and was solely responsible for selling a contract resulting in \$6M in revenue (largest in 3 years).
- Piloted a Sponsorship program in which each Executive was responsible for developing a relationship with our top-ten client Executives.
- Managed a budget of \$13M per year.

The Jensens were investors in a number of companies worldwide. Two of those companies in which they had significant ownership interest were: RMH TeleServices based in North America and Excell Contact Centres based in Scotland.

**Chief Information Officer**

Excell Contact Centres is a key player in the teleservices industry with a reputation for excellence in client relationship management and belongs to one of the largest contact centre networks in the world. They handle customer interaction services for a Global Who's Who of international and regional businesses.

**My efforts were directly responsible for this company's survival:**

- Excell won the opportunity to implement a client-defined business process.
- Efforts to design, implement and deploy the business process were stalled.
- I was recruited to implement the business process for the client.
- Six weeks after my recruitment, Excell was awarded approval to go live with the process.
- As a direct result, Excell grew from 14 employees to over 500 in under 2 years.

**Vice President, Information Technologies**

RMH provided outsourced customer relationship management and multi-channel customer interaction services for outbound and inbound teleservices to corporations in the insurance, financial, telecommunication and utility industries. RMH's client base included Aegon, AT&T, Chase, Citibank, MCI, Microsoft, Nextel, UPS and others. The activities were carried out utilizing over 7,900 workstations within a network of 17 customer interaction centers throughout the United States and Canada, including, 77 workstations in quality control. Outbound services accounted for 53% of revenues and Inbound services, 47%. RMH is now part of the NCO Group.

**Accomplishments:**

- Responsible for management and implementation of large-scale, high-end projects for strategic corporate partners. Responsible for managing both the corporate IT resources as well as the client relationship.
- Managed a client requirement to implement 1,400 pages of technical specifications in under 90 days for a project which had no precedent and today has no peer.
- Utilized innovative recognition and awards programs to elevate employee satisfaction in the IT Department from the lowest in the company to the highest in under one year.

<u>Wallace Consulting Services; Media, PA</u>	<i>Owner</i>	<i>1988 – 1996</i>
<u>Metromedia Paging Services; Bala Cynwyd, PA</u>	<i>General Manager</i>	<i>1981 – 1988</i>
<u>United States Navy</u>	<i>Lieutenant</i>	<i>1976 – 1981</i>
<u>Marlboro (MA) School System</u>	<i>Counselor for Emotionally Disturbed Children</i>	<i>1975 – 1976</i>
<u>Boston School System; Boston, MA</u>	<i>Secondary Level English Teacher</i>	<i>1973 – 1975</i>

**EDUCATION and AFFILIATIONS**

Emerson College	Bachelor of Arts in English
Boston State College	Master of Education in Psychology
Greater Philadelphia Senior Executives Group	Member
CIO Roundtable	Member