

## **Biography of: Jim Wallace**

Jim Wallace is a seasoned leader, collaborative innovator and inspiring role model whose experience with bringing order and success to large-scale business challenges has brought him high honors and recognition while ensuring tremendous benefits to the organizations he has served.

In 2002, Jim was recruited into TeleSpectrum (now a TRG company) from a company in Scotland. In Jim's role as CIO at TRG TeleSpectrum, he rejuvenated an IT Department whose failures prior to his arrival had significantly contributed to the financial restructuring and de-listing of the company from the NYSE. Thanks to Jim's efforts, the company became profitable for the first time ever in just 9 months. Client Satisfaction rose from lowest to highest while revenues and profits increased steadily. Jim's performance so impressed the ownership group, he was asked to perform the same transformational actions with TRG iSKY, another of their portfolio companies, while he continued to maintain his responsibilities at TRG TeleSpectrum.

Jim learned many of the principles of management that have become his hallmark in the US Navy where his first duty station was the USS Saratoga, an aircraft carrier staffed by a crew of over 5,000. He quickly made his mark as a performer when he transformed the toughest division who had the lowest morale and performance. Within six months, the R Division became a responsive and universally respected organization. Jim's performance on the Saratoga was rewarded with further duty station assignments which were considered premiere placements in the Navy.

Jim brought that same energy and can-do-spirit to Radio Broadcasting Company (RBC), the first job in his civilian career. As General Manager at RBC, Jim transformed this small family-owned company whose business processes and record-keeping were entirely paper-based into one which was streamlined, automated and computerized. This effort supported a threefold increase in revenue which positioned the father-son ownership team to become front-runners for the first cellular phone licenses in the Philadelphia market. This also made the company a very attractive property for its acquisition by Metromedia who was very interested in the high levels of profit as well as the almost-certain grant of the FCC licensing. They were ultimately awarded the license.

When Jim formed Keystone Paging Services, Wallace Consulting Services and Einstein Technology Services, Jim put to good use all the entrepreneurial skills he had learned from the father-son team at RBC. Financial management, particularly cash-flow, marketing and advertising, client services, acquisition and retention and so much more were all so very important to building and growing a business. Within a year of starting Keystone Paging Services, they were invoicing \$500,000 on an annualized basis.

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After servicing RMH TeleServices (a member of the Jensen Group) as a consultant for a brief period of time, Jim was recruited as a senior Information Technology Executive as part of an effort to position the company for an Initial Public Offering. Jim applied his management and transformational skills to modernize RMH's technology environment by migrating from a non-enterprise model (FoxPro Databases and Novell OS) to a true enterprise solution (NT and MS-SQL Server) upon which the company relied, thrived and grew dramatically. This move positioned RMH to almost double their revenue in fewer than two years. Perhaps more powerful than the technology transformations Jim accomplished, however, were the organizational and inter-personal relationship skills Jim brought to bear. Jim brought Departmental morale levels from the absolute lowest as measured by an annual HR survey to the absolute highest as measured in that same survey the following year. Jim was instrumental in not only repairing client relationships, but actually played a significant role in bringing new client business into the company.

Jim was recruited from RMH into Excell Contact Centres in Scotland (also a member of the Jensen Group). The management at Excell had three independent technology teams working to develop a CRM application for processing client inquiries regarding insurance coverage. The potential client had allotted a 12-week turnaround. Six weeks had already passed with no progress. This initiative was crucial to the survival of Excell who had once employed 500 staff members in 3 facilities. At the point Jim Joined them, Excell was down to fewer that 2 dozen employees in one facility. Jim rallied the troops, put the effort on overdrive and delivered in 6 weeks what had been scheduled for 12. When the clients tested the system, they indicated that Excell was the first vendor to have ever passed their certification process on the first attempt. Today, Excell employs over 700 in numerous facilities in the United Kingdom.

Jim is a graduate of Emerson College with a degree in English and Boston State College with a Degree in Psychology.

While a member of Rotary International, Jim distinguished his Presidency as an avid advocate for community service. Upon completion of his Presidency, he was awarded a Paul Harris Fellowship. Jim has been actively engaged in providing technology and educational services to his local church and their elementary school. He is a member of the Greater Philadelphia Senior Executives Group (GPSEG), the CIO RoundTable, Technology Executives Networking Group (TENG) and Technology Professionals Networking Group (TPNG).