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“Win Or Go Home”
A Study In Pressure

by
Jim Wallace
*Accomplished Technology &
Operations Executive*

Situation:

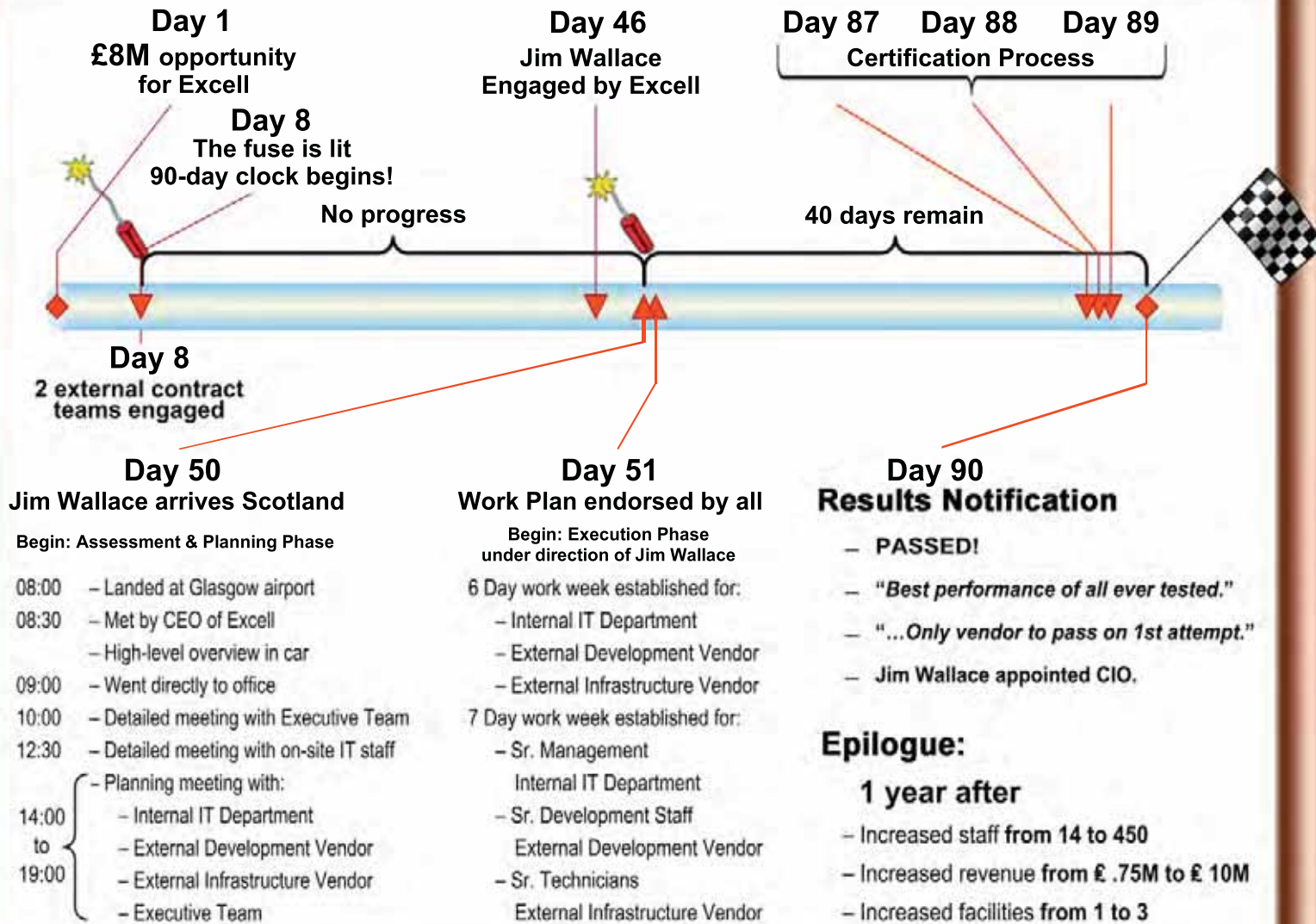
- BPO provider lost 90% of revenue overnight.
- Investors made plans to close the business.
- New £8M opportunity secured requiring certification of complex build-to-suit systems & processes.
- 2 consulting teams hired to assist internal staff.
- 46 days passed with no progress.
- Lead investor flew Jim to Scotland.
- 40 days remained before opportunity expired.

What would you do?

What did Jim Wallace do?

. . . see inside.

Excell Contact Centres - Irvine, Ayrshire, Scotland



Jim Wallace - "Can Do ~ Have Done"

Who Is Jim Wallace?

“Jim is a talented, accomplished leader who has succeeded where many before him have failed.”

- ❖ While in armed services, Jim volunteered to manage the worst (and second largest) division on the US Navy aircraft carrier USS SARATOGA. Turned division around by elevating performance and morale in a record 2+ months.
- ❖ Jim introduced process and technology innovations in his first civilian job, tripling revenue in 18 months, enabling owners to negotiate a lucrative acquisition.
- ❖ A company on a fast track for wild growth hired Jim to conduct a 20 hour emergency intervention. He consequently was offered and accepted the role of VP of IT. In this capacity, Jim aligned the capabilities of IT with the needs of the business, improved staff morale from “worst” to “best”, and introduced advances that generated a 250% increase in revenue and client growth, all of which led to a successful Initial Public Offering.
- ❖ Called to Scotland to salvage a foundering business, Jim’s efforts and results so pleased the principal investor, that he offered Jim a full time staff position as CIO.
- ❖ Lured from Scotland by a turnaround CEO in the US, Jim transformed the IT and Business Process functions so extensively, that within 6 months the company became profitable for the first time ever, and began paying down its investor debt. This led to a very successful acquisition of the company and a 2-year employment contract for Jim.
- ❖ Aggressively recruited by a leading global provider of capital and operating solutions, Jim performed CIO duties simultaneously for 2 portfolio companies with combined revenues of \$125M. He wowed ownership by his ability to rationalize expense structure, and to establish a global shared-services organization, identifying and optimizing talent across 7 countries, on 3 continents.

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