

Jim Wallace

Media, PA

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◆ GLOBAL CHIEF INFORMATION OFFICER ◆

Accomplished TECHNOLOGY EXECUTIVE with 15+ years experience driving results in high-stakes turn-around, start-up and growth-oriented Business Process Outsourcing environments. Champions fast-paced, team-oriented environment with single-minded dedication to aligning team effort with goals of the organization. Decisive and entrepreneurial, with exceptional ability to create collaborative coalitions, reestablish profitability, reengineer processes, renew 'esprit de corps' and retool infrastructure to ignite and support accelerated growth. Has generated millions of dollars in revenue by pro-actively exercising an uncommon aptitude for business development. A strategic visionary with the ability to map the road to the future, manage the journey and maintain morale while effectively "keeping the machine running."

KEY COMPETENCIES

Turn-Arounds & Start-Ups
Strategic Planning
Consensus Building
Process Improvement
Business Development

Contract Negotiation
Leadership & Team Building
Coaching & Mentoring
Budgeting & Financial Analysis
Written & Verbal Communication

Transition Management
Supporting Sales Processes
Leading Global Resources
Performance Management
Key Relationship Management

SELECTED ACCOMPLISHMENTS

- Recruited to rehabilitate company brought to near-bankruptcy by failed IT performance; negotiated contracts for **\$6M in revenue** within first six months; and **\$10M** the following year; **improved reliability by 35%** and **client satisfaction levels by 75%**.
- Prevented imminent loss of managed services bid, winning **contract valued at \$100M+ over 4 year period**.
- Conceived, designed and implemented custom technology solution to link 2 dissimilar business systems by engineering proprietary interconnect; incremental cost of \$15K, produced **\$16M incremental revenue per year**.
- Recruited to rescue an at-risk BPO development project in week 6 of a 12 week window of opportunity; delivered project on time and was only vendor ever to achieve certification on first attempt. Project success ensured company's survival, and **initiated growth** which led to **expansion from 14 to 500 employees in two years**.

PROFESSIONAL EXPERIENCE

EINSTEIN TECHNOLOGY SERVICES, Media, PA

(2007 – Present)

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Privately held company providing technology and management solutions.

- Created bid-winning Business Process Outsourcing solution to provide disaster response services to government and quasi-governmental agencies in the event of another Katrina-like disaster, **valued at \$14M+ per year**; favorably negotiated the terms with the prime government contractor.
- Designed and led the successful implementation of a unique staffing and technology solution.
- Assisted client whose goal was to acquire four mid-sized companies to create a world-class relationship management and customer acquisition service.

TRG (THE RESOURCE GROUP), Washington, DC, Lahore & Karachi, Pakistan

(2002 – 2006)

Owners of TRG iSKY and TRG TeleSpectrum

\$150M provider of capital and operating solutions for companies in Business Processing Outsourcing sector.

- Responsible for a staff of 172 located in five countries on three continents.
- Organized worldwide "Tiger Teams", **transforming seven newly acquired international corporations into a successfully unified, global company**.
- Initiated and oversaw centralized management of all software licensing, **realizing \$750K cost reduction first year**.
- Created enterprise-wide QA team which **reduced at-fault rework by 30%**, **increased speed-to-market by 15%**, and **raised customer satisfaction levels 10% within first 2 months**.

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TRG iSKY, Laurel, Maryland & Bend Oregon (2005 – 2006)

CHIEF INFORMATION OFFICER (Concurrent with TRG TeleSpectrum)

\$45M provider of customer satisfaction and market research services.

- Managed technology and client-confidence issues during the remediation of a severe security breach which had existed undetected for two years prior to arrival.
- **Reduced payroll costs by 30% while increasing IT revenue by 20%,**
- Deployed idle technologies from one of iSKY's sister companies, increasing **capacity and revenue generating potential by 30%.**

TRG TELESPECTRUM, Berwyn, PA with facilities in Canada and US (2002 – 2006)

CHIEF INFORMATION OFFICER (Concurrent with TRG iSKY)

\$85M provider of customer support services in North America.

- Led 42 hour recovery effort, which allowed resumption of client operations after catastrophic failure caused by supplier; **prevented \$2.25M loss** as a result of remediating event so quickly.
- Oversaw efforts directly **responsible for turning \$1.4M EBITDA loss in the six month period preceding arrival to \$2.4M profit** in the 6 months immediately following arrival.
- **Increased client satisfaction from 22% to 97% and KPIs from 65% to 99%** in six months.

THE JENSEN GROUP, Irvine, TX (Now known as Stellar BPO) (1996 – 2002)

Majority owners of RMH (US) and Excell Contact Centres (Scotland)

Stellar delivers call centre and Business Process Outsourcing solutions for some of the world's largest and most respected companies through their network of 17 outsourcing centres across Australia, UK, USA, Canada, and the Philippines.

JENSEN GROUP - EXCELL CONTACT CENTRES, Irvine, Scotland (2002)

CHIEF INFORMATION OFFICER

£25M provider of Business Process Outsourcing service.

- Led implementation of new business process which **resulted in company growth from 14 employees in one facility to 500 in 3 facilities** and annual revenue growth from **£750K to £25M** over the course of the two years following this milestone achievement.

JENSEN GROUP - RMH TELESERVICES, Bryn Mawr, PA (1996-2001)

Vice President, IT (Development)

\$100M provider of outsourced CRM services.

- Managed a 1,400 page specification in under 90 days; **delivered a system whose performance** went so far beyond client expectations as to become a standard of excellence which **was unmatched by any other vendor for years to come.**
- Utilized innovative recognition and awards programs, **raising department's employee satisfaction levels from lowest in company to highest in company in less than twelve months.**

PRIOR TO 1996

Owner of two IT consulting companies. GM at Radio Broadcasting Company where efforts directly led to **three-fold increase in revenue, positioning ownership team as front-runners** for first cellular phone licenses in Philadelphia market and a highly profitable acquisition by Metromedia.

EDUCATION & MILITARY SERVICE

Master of Education in Psychology, Boston State College, Boston

Bachelor of Arts (English), Emerson College, Boston, MA

Lieutenant, United States Navy