

KORN/FERRY INTERNATIONAL-FUTURESTEP

President of North America

Oversee the strategic growth and tactical execution of Korn/Ferry's recruitment process outsourcing business (Futurestep) in North America.

- Responsible for recruitment process outsourcing in 14 markets in the U.S. and Canada with 200 consultants, and a large talent research/sourcing center in Dallas, Texas.
- Realigned the business development organization with a market/and growth vertical(s) focus. Increased revenue by 15% in FY '07.
- Reengineered the service delivery process to drive more efficiency and increase client satisfaction, reducing operating expenses by 15%.
- Introduced six sigma methodologies, performance scorecards, and client satisfaction metrics to improve the implementation of RPO solutions for Fortune 500 clients.
- Responsible for the integration and growth of The Newman Group (TNG), a strategic acquisition which provided Futurestep with a professional services and consulting organization. TNG grew 10% above plan under my leadership.

2005 to 2006

OCWEN FINANCIAL CORPORATION

Senior Vice President- BPO Division

Responsible for the strategic launch of an offshore business process outsourcing division at Ocwen, an industry leader in mortgage origination, servicing, mortgage backed securities, and collections.

- Established a \$32 million start up operation in 14 months supporting Wall Street investment banks, mortgage insurance providers, and sub prime mortgage originators.
- Responsible for the design, pick up, and transfer of clients' processes to our onshore/offshore transaction processing centers.
- Reduced operating expenses by 20-35% and improved mortgage origination process cycle time by 25%.
- Established a sales engineering group consisting of six sigma black belts to optimize the design and implementation of Ocwen's BPO solutions.

2004 to 2005

APAC CUSTOMER SERVICES, INC.

Executive Vice President & COO

Responsible for overseeing all aspects of call center operations and client relationships across 26 call centers, 9,000 employees, over 50 clients, and revenue of \$330 million.

- Reengineered the service delivery model to provide better service within a lower cost structure.

- Expanded offshore operations in the Philippines, introduced new technology in the call centers, and designed new approach to quality monitoring.
- Designed and implemented performance management process including metrics and performance scorecard.

Developed growth strategies, alliance partnerships, and organizational design to support short and long-term goals