

## Bio - Mark Wilson

**Mark A. Wilson** served as President and Chief Executive Officer at RYLA Teleservices, Inc., a nationally-recognized customer support and contact center with over 5,000 employees and revenues in excess of \$100 million. Mr. Wilson founded RYLA Teleservices, Inc. in 2001. The company was a true start-up, launched in his basement and named after his two children, Ryan and Lauren. Wilson grew the business, adding call center locations around the country and creating thousands of full-time and seasonal jobs.

Beyond growing his business from an operational perspective, Wilson focused on building a culture within the company. For his staff, he sought to provide “the best job you’ve ever had.” This guiding principle paid off. The benefits could be seen in low turnover, high performance and continual recognition. The company’s many accolades include listing in Wall Street Journal’s top workplaces, Atlanta Business Chronicle’s fastest-growing company for 2009, and the Inc.5000 list of the nation’s fastest-growing private companies for four consecutive years. He sold the company in 2010.



Mr. Wilson has over 20 years of experience in the business information services industry, and has held senior level sales and operations management positions with companies such as D&B, ABF Freight Systems and the Whirlpool Corporation. Mr. Wilson has also served in roles responsible for strategic marketing, service process improvement and customer service within the call center and business information services industries.

Wilson’s vision and leadership has earned a number of prestigious honors, including Ernst & Young’s Entrepreneur of the Year Award® for 2010 and TiE Atlanta’s 2010 Entrepreneur of the Year. He serves on the Georgia Kaiser Permanente Executive Advisory Board, he is a member of the Board of Visitors for Emory University, he is a Director on the Board for Perceptis, Inc., and the Entrepreneur in Residence at the MDBA Business Center, a program under Georgia Tech’s Enterprise Innovation Institute. Wilson is also a member of the Young Presidents’ Organization.

A native of Arkansas, Wilson and his family now live in Acworth, Georgia. He earned his degree in Business Administration and Management at Wilberforce University.