



CXO Global Solutions Management Team

Bryan DiGiorgio President and Chief Executive Officer

Bryan DiGiorgio is a 20-year veteran in customer management and business process outsourcing. He has extensive industry experience within the automotive, consumer services, financial services, retail and telecommunications sectors. Before founding CXO Global Solutions, he led notable client-side customer management organizations for OnStar, H&R Block, Vonage and Sprint.

During his career, DiGiorgio has managed global workforces, with upwards of 40,000 agents at a time. He has led customer management operations in the U.S., Canada and the United Kingdom, and has significant experience in emerging markets, such as India, the Philippines, Africa, Argentina and Mexico. Before managing customer experience on the client side, DiGiorgio launched a Business Processing start-up, increasing its revenues from \$1.6M to \$80M in six years.

DiGiorgio is a graduate of Emporia State University, where he received a bachelor's degree in finance, with a minor in economics. He received an MBA with distinction from Webster University's School of Business, and he completed additional Executive courses at Northwestern University's Kellogg School of Business.

Michael Haines Senior Vice President and Chief Information Officer

A 24-year veteran in customer management technology, Haines has extensive industry experience within the telecommunications and Business Process Outsourcing (BPO) sectors. Before co-founding CXO Global Solutions, he led large client-side customer management technology organizations for various Sprint subsidiaries such as Sprint Long Distance, Sprint Wireless and Sprint TeleCenters.

During Haines' career, his leadership span has included global technology oversight of more than 145 call centers and 1,600 servers on multiple continents. He has led specialized operations such as Operator Services and Relay Services, generating more than \$330 million in revenue. As CIO of Sprint TeleCenters, Haines led the expansion of that BPO start-up, growing revenues from \$6M to \$80M. He designed the internal technical architecture to support a shared, multi-client environment; and led the architecture, implementation and management of various routing and infrastructure solutions as a managed service for Global 2000 clients.

Kathleen Alloune Executive Director, Operations

Kathleen Alloune is a 20-year veteran in customer management and information technology. She has extensive industry experience within the financial services, telecommunications and automotive sectors.

Alloune has a deep process re-engineering, customer service operations and process management background. With her business savvy and an energetic style of leadership, she helps position CXO Global Solutions for strong growth. Prior to joining CXO Global Solutions, Alloune held various leadership positions within HSBC, OnStar, Sprint/Nextel and Vonage where she led efforts in IT enterprise integration solutions and call center operations optimization.

Alloune has a Bachelor's degree in Marketing from Dallas Baptist University.