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For Immediate Release

**Influent Significantly Expands Account Management Team
To Support Client Growth**

Dublin, OH; September 19, 2006 --- New inbound and outbound client opportunities combined with existing client growth prompted Influent to significantly expand the depth and breadth of its growing Client Services team. Influent, among the nation's largest call center outsourcing solution providers announced today that over the last quarter, Influent has appointed seven new Account Managers.

The Account Managers, all who possess significant call center operations experience, are Shushane (Shu) Dean, Jim Hendershot, Jeremy Johnston, John Scheidel and Luis Vazquez, located in Influent's Global Headquarters in Dublin, Ohio and Sharon Battles and Roz Leitz who will both work from Influent's offices in Nebraska. In addition to embracing their role as Client Champions, each will work together with their operations team colleagues at Influent's ten call centers in the United States, the Philippines and Panama, sharing the responsibility of exceeding their respective client's quality and performance expectations.

- **Shu Dean** has been in the teleservices industry for almost ten years. Prior to joining Influent, she was an Account Manager with Americall. Shu began her career with Direct Marketing Services in Operations, later accepting a promotion to join their parent company, Marcom. She attended Penn State University.
- **Jim Hendershot**, formerly in Operations with Influent for over seven years has re-joined the company as an Account Manager. Jim's previous teleservices positions were with APAC Customer Services, CUC International (now Affinion Group) and Qwest Communications. He holds a Bachelor of Business Administration Degree from The Ohio State University.
- **Jeremy Johnston** joined Influent from TMG Marketing where he served in an Operations role. He has been in the teleservices industry for seven years, beginning his career at West Corporation, then moving on to ChaseCom. Jeremy graduated from Texas Tech University with a Bachelor of Business Administration Degree.
- **John Scheidel** joined Influent from Protocol Marketing where he held Operations and Account Management positions. He began his teleservices career five years ago with Inktel. John has a Master's Degree in Management and a Bachelor of Business Administration Degree both from St. Thomas University.
- **Luis Vazquez**, who has over nine years of teleservices experience, came to Influent from Protocol where he was an Account Manager. Prior to that, he has employed by Phone Bank Systems in an Operations role. Luis holds an MBA from Capella University and a Bachelor of Science Degree in Marketing from Davenport University.

- **Sharon Battles**, an Influent employee for over five years, was promoted to the position of Account Manager after holding supervisory and head training roles within Influent's Lincoln, NE call center. Sharon has over 20 years of client-side and outsourced teleservices agency experience including positions with TMI, InfoTel, Watts Marketing and Time Customer Service. She attended the University of Nebraska.
- **Roz Leitz** is a 15-year teleservices industry veteran, most recently serving as a Senior Consultant with TPG TeleManagement. She began her career at Convergys and later joined APAC Customer Services as an Account Manager where she won the President's Award for client satisfaction and account growth. Roz holds a Bachelor of Science Degree from Arizona State University.

About Influent

Influent provides a suite of inbound, outbound, customer care and business process outsourcing solutions to a wide range of *Fortune 500* firms and other industry leading companies. Privately held and based in Dublin, Ohio, Influent has ten company-owned domestic, near shore and offshore customer contact centers employing over 2,300 people worldwide. To learn more about Influent, contact Hayley Savage at 614.280.1600, via email at Hayley@influentinc.com or visit www.influentinc.com.

