



## Aleksander Szlam

Aleksander Szlam is the CEO of Szlam Enterprises, Inc, a consulting firm focused on helping businesses achieve incredible results through strategy, technology and innovation. Previously, as Chairman and CEO of Melita International, Inc. (a corporation he founded and successfully sold in 2002 under the trading name of eshare communications, inc.), Mr. Szlam and wife Halina took the company from a one-employee business operating out of their garage and evolved it into a publicly traded, profitable and debt-free global leader. The innovations and business solutions conceived by Melita laid the foundation for the intelligent Customer Interaction Management (CIM) market, with company's presence in over 45 countries and nearly \$100 million in revenues by 1999. The company's first products, built in Mr. Szlam's garage, were an auto dialer and an inbound/outbound call management and notification systems. As Mr. Szlam completed the "Expedialer" in the summer of 1979, the automated call center industry was born. The Wisconsin Public Service Corporation (WPSC) purchased one of the first systems and, subsequently, AT&T, American Express, AOL, Barclays Bank, BancOne, Citigroup, MCI, NatWest, Sprint, Wal-Mart and hundreds of other enterprises all over the globe continue to use products created by Mr. Szlam and the Melita family.

Mr. Szlam's personal vision, and the foundation of his business philosophy, is to provide solutions that enhance communications and benefit people around the world. Throughout Mr. Szlam's career, he has been a driving force behind establishing contact center industry standards, including student truancy dialers, call blending, caller id/screen pops, predictive dialing and e-mail management, while building solutions based on innovative technologies and human factors. As an active inventor, Mr. Szlam's name is associated with nearly 50 patents and over 150 pending patent applications throughout the world, for hundreds of technological inventions and business solutions, including technologies upon which the entire contact center industry is based today.

Born in Poland, Mr. Szlam immigrated to the United States in 1970 and studied at the Georgia Institute of Technology in Atlanta, where he graduated with honors receiving bachelor and master degrees in electrical engineering. Prior to founding Melita, he worked as a design engineer and scientist at Lockheed Corporation, NCR and Solid State Systems.

For his efforts as an inventor and entrepreneur, Mr. Szlam received "Life time Achievement" award by *TMC* and *Customer Interaction Solutions* magazine in May 2006, was named the "Pioneer in the Industry" by *Call Center* magazine in August 1997, was named *Inc. Magazine's* 1991 Entrepreneur of the Year, Southern Region, while Melita repeatedly made Atlanta's prestigious "Fast Tech 50" list of fastest growing profitable technology companies. Additionally, in 1996 Mr. Szlam co-authored Predictive Dialing Fundamentals, the definitive guide to the industry's technologies, their applications and usage. Mr. Szlam is a Board Member at the American Israel Chamber of Commerce, the Chopin Society of Atlanta, Atlanta Scholars Kollel, and serves on advisory Boards at the Ga Tech School of Electrical and Computer Engineering and Ryla Teleservices, Inc. He resides with his wife Halina in Alpharetta, Georgia and has two children Julie, David and grandchildren Sophie and Harlan.