MARK WILSON

Chief Impact Officer

4520 Garmon Rd
Atlanta, Ga 30327
678 492-3101
mwilson@wilson4.org

Mark Wilson is a seasoned entrepreneur and business leader with over 25 years of experience in the business information services industry. He started his professional journey working corporately for Dun & Bradstreet for nearly 20 years.

After D&B he founded and sold two highly successful companies RYLA Teleservices and Chime Solutions, both nationally recognized for their exceptional customer support and high touch contact center solutions for Fortune 500 corporations. The brands supported included Aon, AT&T, Bank of America, Cigna, Google, Toyota, United Healthcare, UPS, and Visa.

Mark's unwavering focus on bringing opportunities to historically marginalized communities through these companies, resulted in the creation of more than 7,000 jobs. Both companies have been the subject of case studies at Harvard Business School, where he was appointed as an Executive Fellow and regularly serves as a guest lecturer.

His vision and achievements have earned him numerous honors including Ernst & Young's Entrepreneur of the Year Award®, Atlanta Business Chronicle's Small Businessperson of the Year and an induction into Kennesaw State University's Coles College of Business Hall of Fame. His success and expertise have led to him being featured by NBC News and in the *Wall Street Journal*, the *New York Times*, *Entrepreneur*, *Black Enterprise*, and *Kiplinger* magazines.

Mark has leveraged his entrepreneurial experience and success by serving on the boards of multiple organizations.

BOARD EXPERIENCE
PRESENT

Public Sector Services Group   (2023-Present)
- **Strategic Leadership**: Guides client business efficiency and productivity; focused board leadership.
- **Committee Involvement**: Operations

Kaiser Permanente, Georgia Region   (2010-2027)
- **Strategy Advisor**: Delivers strategic guidance in Georgia's market, fostering membership increase. Engages in Board efforts to enhance community ties and engagement.
- **Committee Involvement**: Community Impact

BOARD EXPERIENCE cont.

PAST

RYLA Teleservices, Inc.   (2001-2011)
- **Founder, CEO and Board Chairman**: Grew a start-up to a $200M revenue firm with a successful exit, creating over 7,000 jobs and significantly aiding underserved communities.
- **Committee Involvement**: Audit, Operations
- **Capital Raised**: $70 million debt and equity

Perceptis   (2012-2014)
- **Operating Partner (Frontier Capital)**: Provided strategic board guidance for Frontier Capital's portfolio company, Perceptis, in Charlotte, aiding in operations and business development.

e-Verifile   (2012-2016)
- **CEO and Board Chairman**: Directed the acquisition and growth of a risk mitigation and workforce security company, broadening its scope with new products and collaborating with NCS4 for sports arena safety, increasing revenues.
- **Committee Involvement**: Audit, Operations
- **Capital Raised**: $60 million debt and equity

Chime Solutions   (2016-2023)
- **Founder and Board Chairman**: Founded a high-growth customer care solutions company, innovating job creation and retention in underserved U.S. communities. Forged city government partnerships in Charlotte, Dallas, and Morrow, GA, cutting unemployment and driving community impact. Steered the company through the Covid-19 pandemic and achieved a successful exit through a sale.
- **Committee Involvement**: Audit, Operations
- **Capital Raised**: $110 million debt and equity

Wilberforce University   (2013-2023)
- **Board Chairman**: Spearheaded a turnaround strategy that navigated accreditation issues and the Covid-19 pandemic. Revamped board, leadership, and finances, resulting in increased enrollment.
- **Committee Involvement**: Finance, Student Life

U.S. Chamber of Commerce   (2019-2023)
- **Board Member and Vice Chair—South-East Region**: Advocated for small businesses, shaping policy, fostering innovation, job creation, and business initiatives.

Kennesaw State, Coles College of Business   (2015-2023)
- **Strategic Advisor**: Advised on strategies for boosting enrollment and enhancing community impact.