

## “Inside Outsourcing” Panelist Biographies

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**Professor Paul Argenti** (Moderator) has taught management and corporate communication starting in 1977 at the Harvard Business School, from 1979-81 at the Columbia Business School, and since 1981 as a faculty member at Tuck. He has also taught as a visiting professor at numerous international universities. Over the past twenty-five years Argenti has provided management and corporate communication consulting and training for over 50 organizations, including Goldman Sachs, Sony, Nokia, and Martha Stewart. Both *The Wall Street Journal* (2001 and 2002) and *US News & World Report* (1994) have rated Professor Argenti’s department number one in the nation.



**Jack Freker** is President of Convergys’ Customer Management Group (CMG). CMG creates and services a full range of live agent, web-enabled and technology-based contact center solutions. Convergys employs more than 50,000 employees around the globe. Prior to his current position, Freker served as EVP for Convergys’ CMG, and was responsible for all operations including North America service delivery, Offshore facilities, Interactive Voice Response and Information Technology. During his tenure in Senior Management, the business grew from approximately \$70 million to over \$1.4 billion in revenues.



**Paul Gaffney** is the Executive Vice President, Supply Chain at Staples, Inc. Joining Staples in 2002 as executive vice president and chief information officer, Gaffney led the company’s information systems organization and information technology investments to support Staples’ evolving infrastructure. Prior to joining Staples in 2002, he was senior vice president of Schwab Technology, the technology enterprise of Charles Schwab & Co., where he led overall technology strategy. Prior to Schwab, he held a variety of senior management positions at Office Depot from 1995 through 1999.



**Keith Khan** is a spectacularist. He was trained in Fine Art and worked as a carnivalist for many years. Khan has been involved in National cultural projects on many occasions, including the Millennium Dome where he designed the opening ceremony and worked on the Central Show that ran for the entire year in the same building. He was Director of Design for the opening and closing ceremonies of the Commonwealth Games 2002. Keith Khan is an advisor to the British Government Departments’ for Culture, Media and Sport, and Education and Skills. Khan is also a founder and Artistic Director of **motiroti**, an arts-led company which work with people and new technology.



**Sonal Shah** is the Associate Director for Economic and Foreign Policy at the Center for American Progress, where she works on trade, outsourcing and other economic policy issues. Prior to joining the Center, she was the Director of Programs and Operations at the Center for Global Development, serving as a strategic adviser to the president and developing and managing policy and advocacy programs. Before this, Shah worked at the Department of Treasury. Shah is also the co-founder of Indicorps, a new non-profit organization that offers fellowships for Americans of Indian origin to work on specific developmental projects in India.