

MANAGEMENT BIOS IN BRIEF

THE RESOLUTION EXPERTS



CHRIS POOLE

President and Chief Executive Officer

Chris Poole is President and Chief Executive Officer of JAMS, The Resolution Experts, the premier provider of mediation and arbitration services in the United States.

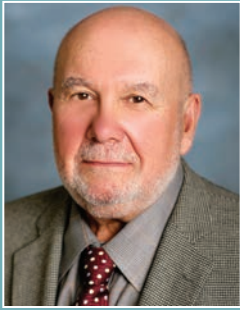
Poole, a seasoned business executive, is leading the organization during an unprecedented period of growth for JAMS and the entire alternative dispute resolution (ADR) industry. In his role as President and CEO, Poole works closely with senior management and the mediators and arbitrators that own the company to implement JAMS "Mission, Vision and Values." He is actively involved in recruiting high profile ADR talent to the JAMS panel and overseeing the operations and marketing functions within Resolution Centers nationwide.

Poole's extensive business experience in the legal industry makes him uniquely qualified for the head post at JAMS. Prior to joining JAMS, Poole was CEO at Thomson Elite, part of The Thomson Corporation. Under Poole's leadership, Thomson Elite, the software division of Thomson's U.S. \$3 billion Legal and Regulatory (TLR) Market Group, grew to be one of the most successful suppliers to the legal industry with revenues exceeding U.S. \$125 million. At Thomson, he was responsible for overseeing multiple product lines with 800 employees. During his tenure, Elite dominated its core market, achieving a market share of over 60 percent of the largest law firms in the world. Poole led the company to expand internationally while introducing new products and penetrating new markets.

Poole was COO of Elite Information Systems from 1995-1998, Chair and CEO of Elite Information Group from 1999 to 2003, and President and CEO of Thomson Elite from 2003-2006. Before joining Elite, Poole was Executive Director of Latham & Watkins LLP in Los Angeles. Latham is one of the largest law firms in the world, with more than 2,100 attorneys in 24 offices around the globe. He served as Executive Director from 1993 to 1995, and prior to that was the firm's Director of Technology from 1989 to 1993.

Poole is the recipient of the 2002 Ernst & Young Entrepreneur of the Year Award. He earned his B.A. in Economics from Harvard University in 1979 and his MBA in Computers and Marketing from the Anderson Graduate School of Management at UCLA in 1984.

He is based in the JAMS Irvine Resolution Center and lives with his family in Southern California.



**JOHN "JAY"
WELSH, ESQ.**

*Executive Vice President
& General Counsel*

Jay Welsh is the General Counsel of JAMS and has played a prominent role in the growth of alternative dispute resolution (ADR) since 1991. As General Counsel of JAMS, he oversees all legal matters, panel quality, risk management, and ethics. In addition to his duties as General Counsel, Welsh was a founder of the JAMS Foundation and guides both the Foundation and the JAMS Institute, which provides the JAMS panel of neutrals with training on all ADR topics. Currently, Welsh has been leading the JAMS initiative in international mediation and arbitration.

A frequent lecturer and speaker, he conducts numerous training programs in negotiation, mediation, arbitration, and related topics throughout the world. He has assisted numerous businesses and government agencies in the formation and implementation of formalized ADR programs and has written extensively on reducing legal costs through the use of ADR.

Prior to joining JAMS, Welsh practiced law in San Francisco. He served as an Adjunct Professor of Law at both USC and USF Law Schools. He is a graduate of Hamilton College and the University of California, Berkeley's Boalt Hall School of Law.



**JULIE
SAGER**

*Executive Vice President
& Chief Financial Officer*

Julie Sager joined JAMS in 1997 with nearly 20 years of business and financial experience. Working continuously to add value to the ADR process for JAMS clients, she has led a variety of innovative efforts aimed at improving the billing process, centralizing and streamlining the accounting functions, and upgrading personnel.

Prior to joining JAMS, Sager was the Controller of Silver Golub & Teitell LLP, a prominent Connecticut law firm specializing in employment and medical malpractice litigation. Prior to that, she was Regional Controller of US West Information Systems, responsible for the Western Region of this telecommunications giant.

Sager earned her B.A. in economics from the University of California, Los Angeles, and is a CPA, licensed in California. She resides in Irvine with her husband, John, and two children.



**KIMBERLY
TAYLOR, ESQ.**

*Senior Vice President
& Chief Operating Officer*

In her role as COO, Taylor oversees JAMS operations in the United States. Working directly with the President and CEO, and leading a team that spans 23 resolution centers nationwide, Taylor is responsible for the company's day-to-day operating activities.

Taylor has been a key contributor to JAMS since she joined the organization in 1999, most recently serving as Vice President of the East/Central Region, where she oversaw unprecedented growth and expansion efforts, led panelist recruitment, business development, strategic planning and daily management of resolution centers in the region. As Associate General Counsel, and an expert on arbitration processes, she also developed and conducted training of staff and neutrals in arbitration matters and served on the JAMS National Arbitration Committee. She is a frequent lecturer and speaker and has developed ADR programs for business and government agencies. Taylor joined JAMS in 1999 as Business Manager of the Ventura Resolution Center. Prior to taking on the role of Vice President, Taylor served as General Manager in Los Angeles and then New York, where she played an instrumental role in upgrading client service standards, and developing effective processes for case management.

Prior to joining JAMS, Taylor practiced law in Ventura County, California. She earned her J.D. from Ventura College of Law, where she later served as an adjunct professor. She is a member of the California State Bar.



**WILLIAM
ZAUNER**

*Vice President,
Chief Information Officer*

William Zauner, an expert in resolving business problems using technology, has more than a decade of information systems experience. He is highly skilled in contract negotiation, staff management, solving accounting challenges, and budgeting for future IT/ telecommunications expansion.

Zauner is credited with the design, implementation, and management of JAMS superior technical capabilities, including converting the company's software to Visual Basic as the front end and Oracle as the back end, and relocating computer and telecommunications equipment during JAMS expansion.

Zauner received his B.A. in management information systems from California State University, Fullerton.



**MARK
SMALLS**
*Vice President,
Chief Marketing Officer*

Mark Smalls is the Vice President and Chief Marketing Officer of JAMS. He oversees marketing and communications strategy and helps provide leadership to managers tasked with practice development responsibilities. His extensive marketing background includes advertising, branding, market research, public relations, website development and online marketing.

During his career, Mr. Smalls has held prestigious marketing positions at Unilever, Pepsi and Citigroup promoting brands such as Dove, Sunlight, Aquafina and the Citi AAdvantage Card. While at Citi, he served in a variety of roles, including EVP of Consumer Marketing for Diners Club North America. After leaving Citi in 2004, he was Vice President of Sales and Marketing at UMI Communications, where he managed marketing, field sales, convention sales and the call center.

Prior to joining JAMS, he served as SVP of Marketing for Opportunity International, a nonprofit that provides microfinance products in 28 countries around the world. During his time at Opportunity, he led the development and launch of OptINow.org, an online donation site.

Mr. Smalls attended Columbia University after receiving a Johnson & Johnson Leadership Fellowship and earned his MBA with a concentration in marketing. He received his B.A. in management from Duke University.



**BRIAN
PARMELEE**
*Vice President -
Corporate Development
& Panel Relations*

As Vice President, Corporate Development and Panel Relations, Brian Parmelee's focus is strategic initiatives, market expansion, and corporate business development opportunities. His key responsibilities include recruiting the highest quality panelists and generating new revenue sources for JAMS. Parmelee works closely with the President and CEO, and JAMS management and marketing teams to maximize the practices of the panel and ensure that JAMS continues to offer premiere dispute resolution services.

Prior to joining JAMS, Parmelee served as the General Manager of the Four Seasons Resort Aviara, a AAA Five Diamond property in North San Diego, where he managed nearly 1,000 employees in addition to 140 luxury timeshare residences. During his tenure, the property upheld a number of prestigious awards and accolades including being named a top hotel in the world by Condé Nast Traveler and Travel & Leisure magazines. Prior to that, Parmelee managed the Four Seasons Resort Nevis. Under his leadership, the resort earned the highest accolades of any resort in the Caribbean including the AAA Five Diamond Award, Travel & Leisure magazine's 1999 #1 Hotel in the Caribbean and Bermuda, and Gourmet Magazine's #10 Hotel in the World.

Parmelee joined the Four Seasons organization in 1986 and is one of the youngest executives to have ever served as a General Manager of a Four Seasons top property. Parmelee earned a B.S. in Hotel Administration from Cornell University. He lives in Southern California with his wife Susan and their three children.



**LAURA A.
MARTINEZ**
*Vice President,
Human Resources*

As Vice President of Human Resources, Laura Martinez is a member of the senior management team representing the HR department's role in organization strategy. She is responsible for the HR budget and directs and oversees all HR functions. In addition, Martinez leads the Professional Development (PD) and Training team. Martinez and her PD team have leveraged resolution excellence in training so that PD could provide a means of streamlining and systematizing the associate education effort into a cohesive unit. Under Martinez's leadership, this department serves as a conduit to instill corporate values, culture, philosophy, history, and more, from an associate's first day on the job and throughout their career at JAMS.

Martinez is a 17-year veteran of JAMS. Prior to becoming Vice President, she served as Director of Human Resources and Administration. Her long-time experience at JAMS in a variety of positions has given her a clear understanding of the integral role each position plays in the overall success of the company and has given her the perspective to make wise HR decisions. She is an effective leader and her extensive knowledge of JAMS has gained her respect throughout the company.

Martinez received her B.A. in Organizational Studies with an emphasis on Human Resources Management at Pitzer College of the Claremont Colleges. She was certified as a Professional of Human Resources (PHR) through Chapman University in 1995. She is a member of the Society of Human Resources Management (SHRM), American Management Association (AMA), World at Work (formerly American Compensation Association) and the Employer's Group.



**GINA
MILLER**
*Vice President,
Southwest Region*

Gina Miller is Vice President for JAMS Southwest Region. Since joining the JAMS team in 1989, Miller has become an expert in mediation and arbitration practices. Over the years, she has developed and created numerous programs to train neutrals in marketing, business development, and mediation skills. As Vice President, Miller oversees all of the Southwest Region's Resolution Centers (including Texas and Nevada), ensuring that each one is run in a professional and efficient manner. She is responsible for creating new business opportunities and overseeing the implementation of regional and national marketing initiatives. Additionally, Miller works closely with the regional advisory committee to assist with panel recruitment and serves as the regional representative on the National Operations Committee on the implementation of policy. One of her key objectives is leading her team to consistently focus on superior client service.

Prior to being named Vice President, Miller served as Director of Operations for JAMS Southwest Region and before that, General Manager of JAMS Los Angeles, Santa Monica, Ventura, and Inland Empire Resolution Centers. Her vast experience at JAMS includes managing client services, case management, practice development, and operations, as well as marketing and business development. She has also developed and delivered more than 300 ADR presentations at law firms, bar associations, and insurance carriers. She is a proven leader in the area of operations and has earned the trust and respect of colleagues and neutrals, which has allowed her to be extremely effective in any position she has held with the company.

Miller received an MBA in General Management from Keller Graduate School and a BA at California State University, Long Beach. She also attended the University of Pennsylvania's Wharton School of Business for an Executive Management program. Miller has furthered her education by participating in numerous ADR training programs at JAMS and the Straus Institute for Dispute Resolution at the Pepperdine University School of Law in negotiation, mediation advocacy, and related topics.



VICKI SATRAP
*Vice President,
Northwest Region*

As Vice President for JAMS Northwest Region, Vicki Satrap provides strong leadership in the quest to deliver resolution excellence to clients in Northern California and Washington state. Satrap is highly effective in her role because she is adept at integrating all aspects of the ADR process, and aligning them with JAMS business imperatives. Her responsibilities include: accountability for strong revenue performance, overall development of panelists and employee associates and regional marketing and business/practice development. She was integral in restructuring the regional practice development function, leading to more strategic and effective support of business opportunities for JAMS and an increase in client service. She drives her regional management team for results with an emphasis on client outreach and consistently meeting clients' needs and expectations. In addition, she oversees two regional panelist committees focusing on panelist recruitment, business development strategies and projects. She also collaborates on a key operations committee responsible for the development and implementation of nationwide policies and procedures.

Satrap joined JAMS in 1996. Prior to her appointment to Vice President, she moved progressively higher in the organization through a variety of positions and has been recognized for her mentorship and leadership abilities, as well as extensive experience in operations. In 2002, she was promoted to the position of General Manager of the largest Resolution Center in the nation. In 2007, Satrap was elevated to Director of Operations taking over management responsibilities for JAMS entire Northwest region.

Prior to joining JAMS, Satrap's previous business experience was working for a large publicly owned California utility company. During her 17 year tenure with that firm, she managed a portfolio of natural gas contracts from Canada, California and the Southwest territory in the U.S. Satrap is certified by the American Management Association for various management and negotiation courses and has also participated in various continuing education courses through accredited university programs.



**ELIZABETH
CARTER, ESQ.**
*Director of Operations,
East/Central Region*

In her role as Director of Operations, Elizabeth Carter oversees JAMS operations for the East/Central region, which includes Resolution Centers in Florida, Georgia, Illinois, Maryland, Massachusetts, Minnesota, New York, Pennsylvania, Toronto and Washington, D.C.

Carter works to identify and create new business opportunities and oversees marketing initiatives for her region. She is also responsible for overseeing strategic planning and daily management of resolution centers throughout her region. Among her objectives is ensuring her team provides excellent client service. Prior to her role as Director of Operations, Carter has served as the business manager in both the Chicago and New York offices, as well as the general manager in New York.

Prior to joining JAMS, Carter served as a recruiting manager for a staffing organization where she identified and hired attorneys, legal support staff and other legal professionals. She also practiced law in Wisconsin and Ohio where she was as a general litigator and also served as a law clerk for the Department of Justice in Wisconsin. Carter earned her J.D. from University of Wisconsin Law School. She is a member of the Illinois and Wisconsin State Bar Associations.