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#### NEWS RELEASE

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**Buffalo Grove, IL** – QCSS, Inc. announced the promotion of Isaac Ryland to Senior Vice President of Operations and Business Development. Ryland has worked for the Chicago-based call center and telemarketing firm since 2008 in a variety of positions.

As Senior VP, Ryland is responsible for near every aspect of the call centers' growth.

According to CEO Catherine Karabetsos, "QCSS is very proud to announce Ryland's promotion. Over the near 3 years Isaac has been on-board, we have realized significant growth. It is very clear that his work is vital to our company's progression".

Ryland started on the business development team and advanced into operational roles over the years. Since then, he has managed countless programs and clients that have greatly benefited from his expertise.

Ryland has a strong background in leadership from retail management and then production management for technicians in the video/music industry. He has applied his prior knowledge to strengthen and streamline our expanding operations and sales team.

CSO Karin Hall explains, "Isaac is one of the most talented individuals that QCSS has had on staff in its 20 years in business. I have great confidence in his ability to grow our practice. We are excited about Isaac helping us meet the highest of customer satisfaction and production on all campaigns which will lead to stronger sales for our clients as well as our company."

To learn more about QCSS, please visit [www.qcssinc.com](http://www.qcssinc.com) or call **888.229.7046**

QCSS, Inc. **generates revenue opportunities** for companies who want to **increase** the **efficiency** and **effectiveness** of their sales and marketing efforts. Our team of professionals performs inbound and outbound telemarketing, appointment setting, and other front-line sales activities that companies have traditionally found difficult to measure, manage and staff.

When we combine our **industry experience** with our clients' **aggressive sales targets**, we fill that unmet need called 'execution', and **empower our clients** to achieve **great results**. With QCSS's **proven process**, our clients **maximize** their front-line sales productivity, and ultimately their company's **profitability**.