



Curriculum Vitae

Kenneth R. Sponsler, CECP, CIPP/US
CompliancePoint Litigation Services
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Current Employment:

Senior Vice President of CompliancePoint Litigation Services, part of PossibleNOW Services, Inc., a PossibleNOW subsidiary. PossibleNOW is a global professional services firm specializing in consulting and audit services.

Education:

120 hours of undergraduate study; 4.0 GPA (no degree conferred) University of Maryland; Troy University; City College of Chicago; Park University.

Registrations, Licenses, Certifications:

- Customer Engagement Certified Professional (CECP) by the Professional Association for Customer Engagement (PACE)
- Certified Information Privacy Professional (CIPP/US) by the International Association of Privacy Professionals (IAPP)
- Certified American Teleservices Association Self-Regulatory Organization Auditor (ATASRO)

Specialized Training:

- U.S. Army Command Sergeant Major Course; First in Class
- Advanced Non-Commissioned Officers' Course; Distinguished Graduate

Professional Experience:

More than 21 years of general consultation practice concerning U.S. federal and state telemarketing operational compliance with a variety of national and global companies. Provides regulatory and operational compliance consulting services for consumer contact operations that include communication channels such as SMSs/text messages, emails, facsimiles, U.S. and international telephone calls for telemarketing, debt collection, and surveys, for example. Ken Sponsler has been designated as an *expert* in U.S. federal district court and provided *expert opinions* in numerous TCPA and TSR-related matters. CompliancePoint specializes in seller and customer-facing compliance, call center operations, compliance assessments, audits, and forensic call and call abandonment data analysis, with a focus on operational assessments, risk identification, gap analysis, and implementation of compliance policies, procedures and strategies. The consulting practice includes seller/service

provider relations, contracting, record keeping, training, monitoring, and enforcement. Ken is a PACE member, a former member of the PACE Executive Committee and the PACE National Board of Directors. Ken served as the PACE Vice Chairman of the Board in 2018. Additionally, Ken has provided consulting services to government and military organizations implementing U.S. Army modularity design and organizational changes. A retired U.S. Army Command Sergeant Major, he concluded his career as the Senior Enlisted Leader of the 3rd Infantry Division, leading a 23,400-man elite combat team.

Publications and Webinars (including CompliancePoint products):

- *2016 Compliance Review - 2017 Forecast, Regulatory Updates, Feb 2017*
- *Text Message Compliance Webinar – September 2016*
- *2014 Compliance Review - 2015 Forecast, Regulatory Updates, Feb 2015*
- *2013 Compliance Review - 2014 Forecast, Regulatory Updates, Feb 2014*
- *Strategies For Compliance With New TCPA Requirements, March 2012*
- *Employment Placement Verification, February 2012*
- *2011 Compliance Legislation Review & 2012 Forecast, January 2012*
- *What Impacts Will The TCPA Changes Have On Your Business? Feb 2012*
- *Monthly Compliance Article for customer distribution (2007 – 2014)*

Awards/Honors:

- PACE 2019 Searcy Award for Advocacy as recognition for Ken's efforts in Advocating for the Association and the Industry at large
- PACE 2016 Pioneer Award for the Difference Ken's Dedication and Support has made with PACE and the Industry
- PACE 2014 Chairman's Award for Distinguished Leadership and Service to the Industry
- Hewlett Packard Vendor of the Quarter Award (to CompliancePoint), 2007
- 18 separate personal awards by the U.S. Army, incl. the Legion of Merit

Memberships:

- American Teleservices Association (now PACE)
- International Association of Privacy Professionals
 - Consumer Marketing Working Group
- Direct Marketing Association
 - Teleservices Committee Member

Presentations and Colloquies:

Frequent speaker at industry events, including PACE Annual Convention; Direct Marketing Association Teleservices Conference; College of Information Assurance Professional's Governance; Risk and Compliance Summit; Noble Users' Conference; and Quarterly Compliance Focused Webinar Presentations.