



HR0965

LRB095 19078 KXB 45271 r

1

HOUSE RESOLUTION

2

WHEREAS, The members of the Illinois House of Representatives are pleased to congratulate Theodore G. Schwartz, founder and chairman of APAC Customer Services, Inc., on being honored for his achievements by the Illinois Holocaust Museum and Education Center; and

3

4

5

6

7

WHEREAS, Mr. Schwartz launched APAC Customer Services, Inc., in 1992; at its beginning, APAC specialized in telephone sales of brokered radio and cable TV advertising time and through the leadership of Mr. Schwartz, grew to be the largest and most successful business of its kind, representing over 1500 radio stations nationwide; and

8

9

10

11

12

13

WHEREAS, Realizing the potential for outsourced service providers, he sold the advertising business in 1992 and shifted his focus to optimizing customer relationships; under his direction and stewardship, APAC was the pioneer and remains a leader in providing outsourced customer service relationships for a wide range of industry Fortune 500 clients; and

14

15

16

17

18

19

WHEREAS, Mr. Schwartz has been afforded a great deal of industry recognition, including the prestigious Pioneer Award, induction into the American Teleservices Association Hall of Fame, as well as the Call Center Solutions Hall of Fame; he is

20

21

22

1 a member of the Chief Executives Organization, Young Presidents  
2 Organization, and World Presidents Organization; in addition,  
3 he has received the University of Illinois Entrepreneur Hall of  
4 Fame Award and the Illinois High Tech Entrepreneur Award; and

5 WHEREAS, Currently, Ted Schwartz is the managing principal  
6 of TCS Group, L.L.C., a private investment and personalized  
7 service firm; with his wife, M. Christine Schwartz, he founded  
8 the T & C Schwartz Family Foundation; their philanthropy has  
9 been devoted to many local and national issues such as health  
10 education, medical research, Jewish youth, and Chicago  
11 projects; he is also a member of the Executive Advisory Board  
12 of The Chemistry of Life Processes Institute at Northwestern  
13 University; therefore, be it

14 RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE  
15 NINETY-FIFTH GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, that we  
16 congratulate Theodore Schwartz and wish him the best in his  
17 future endeavors; and be it further

18 RESOLVED, That a suitable copy of this resolution be  
19 presented to Theodore G. Schwartz as a symbol of our respect  
20 and esteem.