

Chuck Wilsker

Chuck Wilsker is the President and CEO of the Telework Coalition (TelCoa), a not for profit association headquartered in Washington, DC. TelCoa works to enable the advancement of Virtual, Mobile, and Distributed Work through Research, Education, Technology, and Legislation. His interests include both promoting the benefits of Telework as a means of providing employment opportunities for disabled workers, including service disabled veterans, older workers, and rural workers, and its use as a critical part of disaster avoidance and business continuity programs. Promoting the bottom line business benefits of telework is also a primary initiative.

For five years, Chuck has chaired planning committees for the telework tracks at Call Center

Conferences that addressed how converting customer service agents from bricks & mortar operations to a virtual model of a call center can have such a positive effect on the bottom line, that domestic call centers can be financially competitive with those offshore, while maintaining the positive customer and client relations that can only be realized by interacting with onshore CSRs. Recent call center projects also address the benefits of Work@Home™ agents as a part of business continuity planning.

Chuck has addressed diverse groups ranging from the National Institute of Science and Technology and the Council of Scientific Society Presidents to the Association of Contingency Planners and the Peace Corps. Recently, Chuck was invited to participate in meetings at the United Nations in New York City to help promote “Accessible and Assistive Information and Communications Technologies for Persons with Disabilities”. Chuck serves on the Board of Directors of *Just Making Children Informed*, a non-profit corporation helping inner city children in Baltimore, MD live up to their potentials.