



**FOR IMMEDIATE RELEASE**  
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**Ambit Energy Appoints Cynthia Williams Young**  
**Senior Vice President and Chief Service Officer**

*Former Southwest Airlines leader entrusted with another unique, vibrant corporate culture*

(DALLAS) – Dallas-based [Ambit Energy](#), a leading national retail [energy provider](#), recently announced the appointment of [Cynthia Williams Young](#) as Chief Service Officer (CSO). In this newly created role, she will oversee the company's internal and external customer service, internal training, the people department and administration. Her primary responsibilities will be to foster the company's [people focused personality](#), servant leader culture and to ensure [Ambit Energy](#) continues to offer exemplary [customer service](#), passing along [affordable rates](#) to customers, as it [rapidly grows and expands](#).

Young will report directly to Ambit Energy CEO, [Jere Thompson Jr.](#) "Cynthia truly understands that employee satisfaction is essential for delivering high-quality customer service," said Thompson. "She will provide our people with the support they need to care for the hundreds of thousands of customers who trust us to provide energy to their homes."

Prior to joining Ambit Energy, Young spent more than 20 years with Dallas-based Southwest Airlines, which is often recognized throughout the business world for its dynamic corporate culture. While there, she held several senior leadership roles. Most recently, she served as Senior Director of Labor and Employee Relations Communications, acting as a contact point for communicating labor messaging as well as solving challenges impacting Southwest's unique culture.

Additionally, Young served as Southwest Airlines' Director Executive Office Customer Services, where she developed a process that enabled the company's most senior executives to better touch the lives of employees as they experienced life's events.

"The most important resources for any business are its people," said Young. "Ambit Energy is filled with bright, charismatic professionals who take genuine pride in delivering outstanding customer service. I am thrilled to join the [Ambit Energy](#) family and look forward to being a part of its growth and continued success."

Young holds a Bachelor of Science degree in Merchandising from the University of North Texas and is a member of the 2010 Class of Leadership Texas.

**About Ambit Energy**

[Ambit Energy, L.P.](#) is a Dallas-based [energy provider](#) of electrical and natural gas services in deregulated markets across the U.S., including regions of Texas, Illinois and New York. Ambit Energy is one of the [finest and most-respected](#) energy providers in the industry offering cost-effective and sound choices for today's energy consumer. For more information on becoming a customer, information on earning [free energy](#), [guaranteed savings](#) or joining the [Ambit Energy team](#), visit [AmbitEnergy.com](#) or call **(877) 28-AMBIT**.

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