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## Centro Global Solutions expands to Winchester, VA and plans to create 300 new jobs

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WINCHESTER, Va.--(BUSINESS WIRE)--While many companies are continuing to move their customer contact services overseas, one customer service call center believes in the importance of the smart-source model: mixing between onshore, near-shore and offshore services.

"We believe strongly that leveraging our competencies in different delivery markets will be to the long-term benefit of our clients," said CEO Sean Farag.

With the new facility, Centro is looking to reduce expense and customer care cycle times without sacrificing agility and innovation. Being a strong advocate for smart-sourcing and hybrid sourcing solutions, Centro looks for the greatest long-term value proposition for its clients by leveraging competencies and cost-arbitrage options in different delivery markets.

Centro handles inbound and outbound calls and web-support primarily for the US healthcare and telecom markets, but has recently expanded to other strategic verticals where it has a competitive and institutional knowledge advantage. Centro has operations facilities in 5 cities in 4 different countries. "Our international expansion was sparked by strong quality of service for our current clients that led to increased business with them and new clients. We look forward to seeing Winchester become one of our largest sites," Mr. Farag said.

One of the main pillars of Centro's business strategy is sustained investment in its people. Through people, Centro has built long-term client relationships, capitalizing on skilled teams worldwide, leveraging the depth of relevant experience.

"While our recruiters are diligent about initial skill set selection, we build knowledge through continuous training," said Ossama Hanna, Executive Vice President.

Centro Global Solutions has already started hiring at its Winchester site at 300 W Brooke Rd., adding leadership positions and agents. Interested parties can apply online at [www.centroglobalsolutions.com/careers](http://www.centroglobalsolutions.com/careers).

"We are very excited about our new location in Winchester, the people are so passionate, skilled and have very high business ethics; they're a great fit for our Centro culture," Mr. Hanna added.

**About Centro Global Solutions:**

Centro Global Solutions is a multinational boutique provider of customer contact solutions and business process management. Centro Global Solutions provides call center and business process outsourcing services in North America, Europe, the Middle East and Asia Pacific regions. Comprised of the most passionate employees, the company serves a wide range of clients. The clientele ranges from startups to large businesses primarily in the healthcare, financial service, automotive and telecommunications industries. The main philosophy of the company is built on investing in its people, which is the main driver of its business success. Visit us at [www.centrogs.com](http://www.centrogs.com).

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