



Online Retailer & Qualfon Guyana Expand their Partnership, Adding 700 New Jobs

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Qualfon, a mission-driven business process outsourcing (BPO) company and global provider of contact center services, will triple the size of its customer care operation that serves a global online retailer. Through the remainder of 2017, Qualfon plans to add 700 full-time associates as well as leadership and support staff to its Providence Campus in Guyana, South America. For Qualfon, the program expansion is a testament to the company's operational excellence. For the retailer, the investment ensures high-quality customer service while diversifying its global footprint and expanding its capabilities during seasons of high demand.

"Our client is making additional investments in Qualfon Guyana, because of our top-level performance and our trusted growth plan," explained Kim Carr, Client Relations Director, Qualfon. "They like the culture and native-English skills of the Guyanese people. Plus, the geographic location sits outside hurricane zones and diversifies their operational presence across other near-shore and off-shore destinations."

Since 2015, Qualfon has provided care services on behalf of this retailer, serving North America customers via both telephone and chat channels within the client's mobile application.



Exceptional performance has been rewarded with consistent program expansion, including headcount increases of 300 during the 2016/2017 holiday season and several hundred more in the 2nd Quarter of 2017 alone.

"Maintaining service quality while adding vast numbers of new customer service associates can be a challenge for even the largest BPO companies, but Qualfon has proven itself as a reliable growth partner, earning our client's confidence," said Carr. "Qualfon's mission invests in its employees, building a culture of leadership around continuous improvement and a passion for serving others. This is how we succeed in achieving large-scale ramp ups that still preserve exceptional and sustainable performance."

Guyana's unique characteristics also enticed the additional investment. "This client will tell you that, when compared to their other contact center locations, Guyana provides some of the best English skills in the world, especially from a comprehension perspective," said Jesse Falero, Qualfon's V.P. of Client Relations, who works closely with the retailer. "Guyana is the only native-English-speaking country in the Caribbean region that is largely untapped, which makes it very appealing. When clients see how Qualfon's mission and operational acumen combine with the wonderful Guyanese culture and skill set, they very quickly recognize a recipe for success."

Qualfon Guyana is building a strong partnership by helping the retailer learn more about their business and the industry. "We add value to this client by sharing our best practices and by studying customer data to deliver not just insights but a proposed plan to advance their business," added Falero. "We're a partner who consistently executes to our client's expectations by achieving their performance metrics, allowing us to focus on strategic initiatives that drive continuous improvement and innovative ideas."

The 2017 ramp up projection includes a total of 700 new full-time positions to be filled in two separate waves—one now and one later this year. Open positions include customer service associates, supervisors, team leads, and quality control. All jobs are located at the Qualfon Providence Campus, East Bank Demerara, which was recently expanded with 992 additional workstations. Interested applicants may contact RecruitmentGuy3@Qualfon.com for more information.



Qualfon's recently expanded Providence Campus will serve its growing business partnership with the online retailer.

About Qualfon

Qualfon is a mission-driven BPO company and a global provider of contact center services and back-office processing. With experienced BPO leadership and a strong track record of business growth dating back to our founding in 1995, Qualfon helps companies reduce costs and deliver superior customer experiences. Today, we have approximately 13,000 employees serving international brands across many industries, and our intelligent outsourcing locations span the United States, the Philippines, Guyana S.A., and Mexico. Qualfon's mission to "Be the Best BPO, Make People's Lives Better" means we invest in our people and, in return, they take better care of you and your customers. Qualfon's employee retention regularly exceeds the industry average, which creates a people-driven value chain: Our employees stay longer, providing you a higher quality service at a lower price.