

- 1. SALLIE MAE TO SHIFT 2,000 JOBS TO US FROM OVERSEAS** *April 6 – Thomas Reuters/ Forbes.com*

Student loan company Sallie Mae plans to move its overseas operations back to the United States, creating 2,000 domestic jobs, in what analysts called an attempt to curry favor with the Obama administration.

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- 2. SPRINT HIRING IN VIRGINIA**

*April 6th – Washington Business Journal*

Sprint announced that it is looking for more workers at its Hampton Contact Center. Sprint, which announced last month that it would close a network operations center in Reston and eliminate 100 jobs, said the new jobs in Hamptons will be added to the 700 employees now working at the contact center.

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- 3. THESE DAYS, TELEMARKETING IS A HOT JOB**

*April 5th – The Atlanta Journal- Constitution*

Ryla, Inc., a company that provides call centers for companies and organizations, is hiring 500 new call center agents for a facility in Kennesaw. Ryla, started in 2001, won't divulge names of corporate clients. Previously, though, the company handled calls for Earthlink, IBM, LexisNexis, AT&T and the Georgia Lottery.

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- 4. EXPRESS SCRIPTS TO ACQUIRE WELLPOINT'S NEXTRX BUSINESSES IN \$4.7B DEAL**

*April 13th – Healthcareitnews.com*

Express Scripts, Inc. is boosting its pharmacy benefit management business with the planned acquisition of the WellPoint's NextRx subsidiaries. The \$4.675 billion deal, announced Monday, brings together one of the nation's largest PBM providers in St. Louis-based Express Scripts with one of the country's biggest health benefit companies.

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- 5. ACS TO HIRE 240 PEOPLE IN RALEIGH, N.C TO SUPPORT IPHONE**

*April 9th – Durham Business News*

Affiliated Computer Services (ACS) is hiring 240 people at its Raleigh customer care center. New hires will perform technical support for the IPHONE. Positions are customer care agents and managers.

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## 6. 400 JOBS UNDER THREAT AS T-MOBILE QUILTS SCOTLAND FOR THE PHILIPPINES

April 10th – [thetimesonline.co.uk](http://thetimesonline.co.uk)

More than 400 Scottish jobs could be lost after the mobile phone company T-mobile announced plans to move call center work to the Philippines. The company has begun a 90-day consultation period with 300 of its 500 staff in Larbert and a further, 118 in Greenock after losing its contract with T-mobile.

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## 7. VERIZON TO EXPAND IN ALPHARETTA

April 7th – *The Atlanta Journal -Constitution*

Verizon Wireless to open a new customer service center in Alpharetta and bring 600 jobs to the North Fulton area. The new call center is expected to include a \$27 million investment in Alpharetta. The new 141, 805 square-foot building will be along Sanctuary Parkway.

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## 8. QWEST TO CLOSE CALL CENTER, CUT 176 JOBS

April 15th – *Ketv.com Omaha*

Qwest announced plans to cut its customer contact center in Omaha, eliminating 176 jobs. The telecommunications company said fewer people are calling the office and finding other ways to do business with Qwest.

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## 9. B OF A PUTS ITS NAME ON OFFICES OF THE MORTGAGE LENDER IT TOOK OVER - LAUNCHES FLAT FEE LOAN

April 27th – *The Charlotte Observer*

As Bank of America Corp. officially puts its brand on former countrywide financial corp. offices today, the Charlotte bank is also unveiling new initiatives aimed at improving mortgage lending for consumers. In Ballantyne, the bank is hiring about 300 people to help with phone-based originations.

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## 10. HOME DEPOT OPENING DISTRIBUTION CENTER, CREATING 350 JOBS IN PENNSYLVANIA

April 28 - *Area Development Online*

Home Depot will join its competitor Lowe's in locating a distribution center near Wilkes-Barre, Pennsylvania, according to the Time Leader newspaper of Wilkes Barre. The company plans to create 350 new jobs.

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## 11. FAIRBORN CALL CENTER TO RETURN 350 JOBS

*April 29th – Dayton Business Journal*

After cutting 417 employees at its Fairborn call center in February, Teleperformance USA has landed a new client that will bring back 350 of those jobs.

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## 12. 1200 NEW JOBS COMING TO SARALAND, AL

*April 29th - WKRG.com*

Get your resume ready. 1,200 new jobs will soon be available in our area. The average salary will be \$21,754 plus bonuses and benefits. Ryla hopes to fill the first 400 jobs by early summer and the remaining 800 by the end of 2011.

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