

1. WALGREENS TO OPEN CALL CENTER

February 2nd South Florida Business Journal

Walgreens is subleasing 30,000 square feet of offices in Miami Lakes from American Express for a new pharmacy support center that will house 300 to 500 workers.

<http://southflorida.bizjournals.com/southflorida/stories/2009/02/02/story9.html>

2. MCALLEN WELCOMES NEW INFINITY INSURANCE CALL CENTER AND NEW JOBS

February 2nd PRNewswire

Local politicians and business leaders helped Infinity Insurance celebrate the grand opening of a new 325-seat call center today in McAllen, TX. Infinity broke ground seven months ago on the facility that boasts state of the art telecom technology and a modular design. The new operation brings a welcome lift to the McAllen economy.

<http://news.prnewswire.com/DisplayReleaseContent.aspx?ACCT=104&STORY=/www/story/02-02-2009/0004964700&EDATE=>

3. CALL CENTER TO BRING 1,000 JOBS TO LAS VEGAS

February 5th – Las Vegas Sun

TELUS plans to create a Las Vegas-based call center at 2251 S. Decatur Blvd. The 104,000-square-foot building used to be home to Montgomery Ward and Healthcare America call centers. TELUS began building renovations in December 2008 and plans to open in March 2009.

<http://www.lasvegassun.com/news/2009/feb/05/call-center-could-bring-1000-jobs-las-vegas/>

4. UNITED AIR TO MOVE 165 CALL CENTER JOBS BACK TO U.S.

February 10th – Bloomberg Press

United Airlines, the third-biggest North American carrier, will return 165 call-center jobs to the U.S. from India to help improve customer service. The jobs will be in Chicago and Honolulu, and be filled by workers who now handle reservations, the Chicago-based airline said.

<http://www.bloomberg.com/apps/news?pid=20601087&sid=ajDUhfY.8le4&refer=home>

5. SAMSUNG NETWORKS LOCATING CALL CENTER, CREATING UP TO 1000 JOBS IN SC

February 5th – Area Development Online

Samsung Networks America, a U.S. unit of South Korea-based electronics giant Samsung Group, will invest approximately \$20 million to locate its North American customer care center in Mauldin, South Carolina, according to a Greenville County economic development official.

http://www.areadevelopment.com/fromTheWire/samsung_networks_call_center_south_carolina_02_05_09.shtml

6. CLOSURE ADDS 730 JOBS TO STATES LOSSES

February 21st – *The Atlanta Journal-Constitution*

JPMorgan Chase plans to close a credit-card customer service center in Kennesaw by mid-2010, eliminating 730 jobs. Employees at the facility primarily staff a call center and collections department for a credit card that Chase co-branded with Circuit City, the electronics retailer that filed for bankruptcy last November and later announced plans to liquidate.

<http://www.ajc.com/services/content/2009/02/21/layoffs0221.html>

7. JOB CUTS AT BANK OF AMERICA TO TOP 30,000 NATIONWIDE

February 20th – *The Providence Journal*

Troubled financial giant Bank of America moved forward today with plans to cut between 30,000 and 35,000 employees over the next three years, spokeswoman Anne Pace told *The Providence Journal*. Bank of America first announced plans for deep personnel cuts on Dec. 11, the result of the acquisition of New York-based Merrill Lynch & Co.

<http://newsblog.projo.com/2009/02/bank-of-america-5.html>

8. BARCLAYS TO OPEN CALL CENTER IN NEWARK; 300 JOBS EXPECTED

February 25th – *The News Journal*

Barclaycard, the U.S. arm of Barclays, will open a new customer call center outside Newark, the credit card company announced this morning. The facility, which is slated to open in April, will create an estimated 300 jobs when it opens and 500 in the next five years, according to the company.

<http://www.delawareonline.com/article/20090225/BUSINESS/90225028>

9. GENPACT GUATEMALA CONTACT CENTER BECOMES BPO OPERATION

February 10th - *tmc.net*

A Guatemala contact center, owned by Genpact that opened in mid-2008 has expanded to become a business process outsourcing (BPO) facility, supporting U.S. clients on a near shore basis

<http://call-center-software.tmcnet.com/topics/call-center-solutions/articles/50340-genpact-guatemala-contact-center-becomes-bpo-operation.htm>

10. UNITED HEALTH GROUP TO OPEN NEW SERVICE CENTER IN HARLINGEN, TX

February 27th – *Business Wire*

The Harlingen City Commission gave final approval today to bring a UnitedHealth Group service center and hundreds of new jobs to Harlingen, Texas. It will initially employ between 100 and 150 employees in 2009 and could employ more than 700 people over the next three to five years.

http://www.businesswire.com/portal/site/google/?ndmViewId=news_view&newsId=20090227005439&newsLang=en

11. CALL CENTER FIRM CREATES 600 JOBS

February 26th – BBC News Channel UK

A total of 610 jobs are to be created by a firm in Newry, County Down.

The posts are being created at Teleperformance, which belongs to one of the world's largest networks of contact centres.

http://news.bbc.co.uk/2/hi/uk_news/northern_ireland/7912111.stm

12. NEW JOBS COMING TO FAYETTEVILLE: ARKANSAS WESTERN GAS MOVING CALL CENTER IN JULY

February 26th – Northwest Arkansas Times

Fayetteville could see 100 new jobs come July. Charles Stevens, vice president for Arkansas Western Gas, confirmed Wednesday that his company planned to move a call center it currently operates in Canada to Fayetteville, specifically to the old Procter & Gamble building off of Millsap Road.

<http://www.nwanews.com/nwat/News/74329/>