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Call Experts adds three to management team

Charleston, S.C. – Call Experts, a family owned and operated call center focused on providing extensive telecommunications and office-based services to professionals in numerous industry segments, has added Chris Black as national operations manager, Scott Witte as director of customer service, and Joel Sandstrom as finance director. All three will work out of the company's Charleston office.

Chris Black, director of operations, brings a broad operational and business development call center background to Call Experts, having managed teams within the healthcare industry, financial services sector, and telecommunications and service support industry. Throughout his career, he has held director level leadership roles at several companies including Farmers Insurance, Sprint, and MetLife. Black studied business administration at Fairfield University in Connecticut and has eight years of experience in naval communications and field medical support. He is a business operations volunteer for the Small Business Administration and has helped create business plans in developing countries through the United Nations online program. Black was born in Connecticut and spent his childhood in Vermont. He and his wife, Jacqueline, live in Charleston.

As director of customer care, Scott Witte oversees all policies, objectives, and initiatives for the company's customer service teams and is responsible for training account managers and managing communication lines between all departments. Prior to joining Call Experts, Witte served as director of sales for Vertical Biz Funding. He previously acted as director of business development for Stericycle. In 2009, he bought Newtown Answering Service and in 2011 Flemington Answering Service and then sold both businesses in 2012. He holds a bachelor's degree in accounting and his Management of Information Systems degree from Miami University of Ohio. A native of Yardley, Pennsylvania, he currently resides in Mt. Pleasant with his wife, Kelly, and their daughter.

Joel Sandstrom, finance director, is primarily responsible for ensuring the financial health and long-term success of the company. Previously, he served as director of finance for East Cooper Montessori Charter School in Mt. Pleasant, and prior to that as senior accounting technician for the South Carolina Research Authority (SCRA). Sandstrom, who holds a bachelor's degree in business administration from Appalachian State University, is the 2013 recipient of the SCRA's Excellence in Project Management Award. He has completed the Sustainable Leadership Program at the College of Charleston and the Charleston Metro Chamber of Commerce's Emerging Leaders Program. A native of Meriden, Connecticut, he moved to the Charleston area in 2001. He and his wife, Mandi, have two children and reside on James Island.

Founded in 1982, Call Experts is a family owned and operated call center focused on providing extensive telecommunications and office-based services to professionals in numerous industry categories. The CE team has a depth of experience in virtually all answering service and call/contact center applications, numerous long-standing customer relationships, and a corporate culture that values kindness, professionalism, and a personable, caring work environment. From just one small office in Charleston, S.C., the company has grown to three offices along the east coast with over 250 employees. Based in Charleston, S.C., Call Experts also has offices in Charlotte, N.C., Branchburg, New Jersey, and a satellite office in Atlanta, Ga. For more information, visit www.callexperts.com or call 800-374-0911.

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