

**For Immediate Release:
Thurs., May 2, 2019**

Call Experts adds new Director of Training and Development

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 Mark Hansen as Director of Training and Development and will work out of the company’s Charleston headquarters.

Mark Hansen, Director of Training and Development, brings a broad background to Call Experts, having lead training and development for call centers for over 20 years. His role will focus on driving effective teaching and learning opportunities for both new and existing employees in all leadership levels. Mark will also oversee quality assurance, and work with teams to ensure the highest levels of quality is provided to our clients.

Throughout his career, he has held director-level leadership roles at several companies including Metropolitan Community College (Omaha), Call Center Sales Pro, and Stericycle Communications Solutions. Hansen studied history at University of South Dakota. Hansen was born and raised in Sioux City, IA, and is a recent transplant to Charleston after 20 years in Omaha NE area. He lives in the low country with his wife and son.



Call Experts: Founded in 1982, Call Experts is a complete contact center focused on providing business process and customer journey outsourcing in numerous industry categories. The team has a depth of experience in virtually all customer experience applications and automations, 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, based in

Charleston, S.C., Call Experts also has offices in Charlotte, N.C., Branchburg, New Jersey. For more information, visit www.callexperts.com or call 800-374-0911.

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