

## Press release

February 18, 2020

### Transcom strengthens North American leadership team

Transcom, the international customer experience expert with leading on-, near- and offshore services and an extensive network of work at home agents in the North American market, is now strengthening its North American leadership team with the appointment of Aaron Favara as Senior Vice President, Global Accounts & Virtual Work. Aaron will lead the global strategy and delivery for large North American based accounts across Transcom's extensive and growing geographic footprint, and accelerate the expansion of Transcom's leading global platform for virtual work, currently the only COPC certified provider of work at home services.

"Transcom is intensifying our investments in the North American market, increasing our client focus and our operational excellence, supported by strong culture and leadership. We are delighted to have Aaron Favara onboard to work closely with our large North American clients to ensure that we are a true partner in future proofing their customer service as well as further accelerating Transcom's innovative work at home offering on a global scale. With a solid background within the BPO industry and an entrepreneurial mindset, Aaron will not only be a strong contributor to our success in the North American market, but also to Transcom's global leadership team", says Jonas Dahlberg, President & CEO.

"I'm thrilled to join such a talented and diverse leadership team, and build on the already strong relationships with clients and of course Transcom's talented employees. My background can be summarized in challenging the status quo, transforming and developing high growth organizations, which I believe is key in our fast moving industry. I look forward to creating smarter experiences for our clients, their customers and our employees", says Aaron Favara, SVP, Global Accounts & Virtual Work.

Aaron has over 18 years' experience in P&L, operations, product and delivery roles within the IT/BPO sectors, having held global executive BPO roles at Sutherland, Arise Virtual Solutions, and West Corporation. He is also the Co-Founder and former Chief Operations Officer and Treasurer of PICKUP, a startup logistics company that is rapidly becoming the US national retailer's choice for last, fast mile delivery solutions. He is a military veteran of the US Army Reserve, and holds a MBA in Management with International Emphasis and a BSBA in Economics from the University of Nebraska at Omaha.

#### **For further information, please contact**

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#### **About Transcom**

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 27,000 customer experience specialists at 50 contact centers across 20 countries, delivering services in 33 languages to international brands in various industry verticals.