

## PRESS RELEASE

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### **Leading National Translation Company Opens Houston Office CyraCom Expected to Create 425 Full-Time Positions Locally**

HOUSTON, TEXAS – CyraCom, the Tucson-based interpreter and translation services provider, announced that it will be expanding into Houston and opening a new 62,000 square foot contact center. The company plans to hire more 425 positions in the Houston region this year including 200 over the next few months. CyraCom currently has more than 1,200 employees with locations in Tucson, Phoenix and Las Cruces, N.M.

Inc. Magazine's Hire Power Awards recently ranked CyraCom as the nation's 32<sup>nd</sup> fastest-growing job creator in the nation. It is among the Top 50 largest private firms in Arizona.

"CyraCom has experienced incredible growth over the past six years and we are proud to continue to create US jobs in an industry dominated by off-shoring," said Chairman and CEO Jeremy Woan. "We decided to open up a new contact center in Houston because of its central location and its multicultural, international population from which to recruit bilingual residents across a wide range of languages."

"We applaud CyraCom's decision to establish a new facility in the Houston region," said Greater Houston Partnership President & CEO Bob Harvey. "Their selection of Houston confirms the presence of our uniquely talented, international, and diverse workforce as well as a strong customer base that includes access to the region's thriving healthcare industry. The Greater Houston Partnership helped CyraCom in their decision-making process by providing location assistance, cutting-edge workforce data and demographic analysis."

In a growing multi-ethnic market, studies have shown that businesses that speak their customer's language increase sales, loyalty, and customer satisfaction. CyraCom's new employees will be providing language interpretation services, which are essential for healthcare, utilities, finance, insurance, county government, and other organizations interacting with the growing population of Limited English Proficient people in the U.S.

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The company currently provides services to more than 30 businesses in Houston.

CyraCom is actively involved in the communities where the company is located and in particular, supports organizations and programs that encourage and cultivate cultural diversity in the United States.

The contact center will be located at 5959 Corporate Drive, Suites 1400 & 1600, Houston, Texas 77036. Job applicants need to be proficient in two languages and will receive 120 hours of paid training to become professional interpreters. Job fairs are scheduled to take place from 9:00 a.m. to noon on today, March 18, and Tuesday, March 25, at the Southwest Career Center of Workforce Solutions, 12710 Bissonnet, Houston, TX 77099. Visit [www.cyracom.com/careers](http://www.cyracom.com/careers) to apply.

#### **About CyraCom**

CyraCom is the largest provider of Over-the-Phone Interpretation (OPI) operating solely in the US. OPI is a three-way call between an interpreter, an English-speaking representative, and a non-English speaking customer. In addition to OPI, CyraCom offers Document Translation, Video Remote Interpretation, On-Site Interpretation, and Interpreter Assessment and Training services. In 2013, CyraCom received a Stevie Award (American Business Award) for Company of the Year in Business Services. CyraCom provides over 200 languages and has more than 3,000 clients, including some of the largest healthcare, insurance, and financial services companies in the U.S.

#### **About Greater Houston Partnership**

Greater Houston Partnership works to make Houston one of the world's best places to live, work and build a business. It represents 10 counties: Austin, Brazoria, Chambers, Fort Bend, Galveston, Harris, Liberty, Montgomery, San Jacinto and Waller. With more than 2,000 member organizations, GHP represents approximately one-fifth of the region's workforce. Visit GHP at [houston.org](http://houston.org).

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