

ROMANIA Fact Sheet



Romania

- Clients: 11
- Employees: 1,287
- Seats: 1,512

SUMMARY



Operational since 2010



Sites: 5



Size: 110,133 square feet
10,231 square meters



Agent capacity:
1,512+ seats



Hours of operation:
24/7

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
82.8%



COMMUNICATIONS
13.8%



TRANSPORTATION & LEISURE
3.4%

Contact Type % of Headcount	
Customer service	38.6%
Technical support	29.1%
Back office	17.4%
Sales	10.0%
Social media	4.9%

Languages % of Headcount	
English	16.2%
Spanish	14.8%
Italian	12.9%
French	11.8%
German	11.4%
Romanian	10.1%
Portuguese	9.8%
Hungarian	4.9%
Bulgarian	4.0%
Czech, Polish, Russian	3.2%
Greek	0.9%

Region Served % of Headcount	
EMEA	100%

CORPORATE & SOCIAL RESPONSIBILITY

We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.



AWARDS

- 2018
 - Marketing Insiders Group: Best Large Outsourced Contact Center in Romania for our work with a technology client, SYKES Cluj location
 - Romania Customer Service Industry: Best Large Outsourced Contact Center in Romania
 - Romanian Customer Service Industry: Best Call Center Agent in Romania, Florina Radu
- 2017
 - Awarded Best Multichannel Project by a major technology client, SYKES Cluj
 - Best Site Award from a major technology client after first year of operation in Oradea
- 2016
 - Romanian Contact Center Awards: Best Large Contact Center, Cluj location
 - Romanian Contact Center Awards: Best Contact Center Agent, Paul Zaghernei
- 2014
 - Romanian Contact Center Awards, 6th Edition: Best Small Contact Center
 - Romanian Contact Center Awards, 6th Edition: Best Partnership for work with a technology client