

Good afternoon Chairman Dolan, Vice Chair Gavarone, Ranking Member Sykes and members of the Senate Finance Committee.

My name is Renee Rouser and I am a call center worker in the Youngstown area. I have been employed in this industry for about 15 years.

My job is extremely important to me, my family, and my community. For decades companies have been outsourcing good middle class jobs overseas and the effects it has had on my community and the businesses in the surrounding area has been devastating. These are good, valuable middle class jobs that should be staffed by qualified American workers and not sent overseas where workers earn poverty wages.

My coworkers and I frequently hear from our customers who are frustrated because their initial calls went overseas to a vendor who couldn't resolve their issues. I care about my customers; I take pride in my work and know that I have the proper training, experience, and expertise to help handle any issues that my customers have.

This shouldn't be a political or controversial issue. Standing up for working families in Ohio is the right thing to do. The Call Center Consumer Protection act is common sense legislation to protect thousands of working families in Ohio. It's a win for customers, workers, employers, and communities all over Ohio.

I want to thank the sponsors and cosponsors of this legislation as well as the chair and the rest of the committee for the chance to tell my story today.

Sincerely,

Ronee Rouser  
Youngstown, OH