

My name is Serena Saleem and I was call center worker in Brecksville, Ohio. I worked there for 8 years before my center was closed. When our office closed a lot of my coworkers/friends were not able to find another job. My job was very important to my family and I because I was the sole breadwinner in my home. I also noticed how our office closing impacted the community. Several restaurants/small businesses closed because they weren't getting as many customers when our office closed. We were putting money back in the community.

When I worked in the call center, I often times had to reach out to different offices and it got to a point I could never speak with someone in the United States. There were language barriers, lack of knowledge of our products. Customers would call in very upset because they have been transferred several times, hung up on by someone overseas or just given wrong information. So about time they got to me they are not happy one bit and I would have to figure out how to resolve their issue even if they were transferred to me in error. I always stayed with them because I know firsthand how frustrating it is to be passed around from different offices and your problem still isn't resolved. I take pride in everything I do so my main concern is to treat our customers with respect and I value their time.

It's disheartening that I, as a tax paying Ohioan have to plead to keep jobs in Ohio. This should be a no brainer. If Ohioans work then Ohio works. This shouldn't be a political issue. The Call Center Consumer Protection Act helps everyone all around. It will keep jobs in Ohio which means we are spending in our neighborhoods and communities. Also, we are there to help a customer when they call in with issues and keeping the customer happy which means we are helping employers keep their revenue up. It's a win/win for everyone involved. Thank you for letting me tell my story and I hope it has an impact on getting the Call Center Bill Introduction-Ohio Senate-SB 144 legislation passed.