

CUSTOMER SERVICE CENTERS

IN THE KNOXVILLE AREA*

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*Knoxville area includes: Anderson, Blount, Grainger, Jefferson, Knox, Loudon, Monroe, Roane, Sevier, and Union Counties

COMPANY ADDRESS	EMPLOYEES**	PHONE/WEBSITE	TOP OFFICER	SERVICES
21st Mortgage Corp. 620 Market St. #100 Knoxville, TN 37902	651 113,100 sq. ft.	865-523-2120 www.21stmortgage.com	Tim Williams; President and CEO	Mortgage financing for mobile homes
Accenture Hospitality Svcs 1965 Hawks Landing Louisville, TN 37777	541 50,000 sq. ft.	865-980-4000 www.accenture.com	Michelle Farley; Managing Director	Financial shared services for Marriott International, Inc.
ADT Security Services 10620 Kemp Fain Ln Knoxville, TN 37932	780 53,000 sq. ft.	865-226-4000 www.adt.com	Bob Duncan; Managing Director	Security monitoring and customer service
Answer Financial, Inc. 8880 Comstock Rd. Knoxville, TN 37923	300 32,775 sq. ft.	865-226-1000 www.answerfinancial.com	Peter Foley; SVP of Operations	Insurance services
AT&T, Inc. 1701 Winston Rd. Knoxville, TN 37919	35	865-539-5840 www.att.com	Alan Hill; Regional Director	Telecommunications services
Avant, LLC 1967 Hawks Landing Dr. Louisville, TN 37777	200 25,000 sq. ft.	865-804-0366 www.avant.com	Adam Hughes; President	Online personal loans processing
Axle Logistics, LLC 520 W. Summit Hill Dr. Suite 1005 Knoxville, TN 37902	63 5,000 sq. ft.	888-440-1888 www.axlelogistics.com	Drew Johnson; CEO	Logistics management
Cellular Sales, Inc. 9040 Executive Park Dr. Knoxville, TN 37923	136 13,000 sq. ft.	888-810-MOBILE www.cellularsales.com	Mark Dugger; Director - National Call Center	Verizon Wireless cellular customer services
Comcast 5720 Asheville Hwy Knoxville, TN 37924	391 96,723 sq. ft.	865-637-5411 www.comcast.com	Russ Gilmore; Area VP and GM	Cable, internet and phone services customer support
Covenant Health 1921 Topside Rd. #203 Louisville, TN 37777	20	865-673-3678 www.covenanthealth.com	Donna Mayes; Director of Call Centers and Physician Mktg.	Ft. Sanders Health Information and medical billing services

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Coyote Logistics, LLC 445 S. Gay St.; Suite 307 Knoxville, TN 37902	25	865-329-9141 www.coyote.com	Chad Leath; Senior Manager	Logistics management
CVS Caremark Corp. 2401 Cherahala Blvd. Knoxville, TN 37932	512 60,500 sq. ft.	865-769-5900 www.cvscaremark.com	Kevin Brabson; Director - Customer Care	Prescription card customer services
DeRoyal Industries, Inc. 200 DeBusk Ln Powell, TN 37849	25	800-251-9864 www.deroyal.com	Carla Slone; Manager - Customer Support	Medical devices and healthcare products customer support
DialAmerica 412 N. Peters Rd.; #100 Knoxville, TN 37922	50	865-531-2110 www.dialamerica.com	Curtis Croes; Director of Contact Center Operations	Telemarketing and customer service contractor
Edfinancial Services, Inc. 298 N. Seven Oaks Dr. Knoxville, TN 37922	400 52,000 sq. ft.	865-342-5500 www.edfinancial.com	Wm. Anthony Hollin; Chairman and CEO	Student loan processing and customer support
Elavon 7300 Chapman Hwy Knoxville, TN 37920	438 210,700 sq. ft.	865-403-7400 www.elavon.com	David Thayer; SVP - North America	Credit card processing and merchant services
First Horizon Bank 800 S. Gay St. Knoxville, TN 37929	271 60,000 sq. ft.	865-971-2100 www.firsthorizon.com	Dave Miller; President and CEO - East TN Market	Banking and collection services
G.C. Services 4454 N. Broadway Knoxville, TN 37917	350	865-219-5800 www.gcserv.com	Mark Adams; Site Manager	Financial and collection services
Jewelry Television 9600 Parkside Dr. Knoxville, TN 37922	650	865-692-6000 www.jtv.com	Tim Matthews; President and CEO	Home-shopping cable network specializing in precious gems and jewelry
K12, Inc. 110 McGhee Tyson Blvd. Alcoa, TN 37701	300	866-968-7512 www.k12.com	Lance Smith; Senior Director	Virtual homeschooling academy support contact center
Knoxville News-Sentinel 2332 News-Sentinel Dr. Knoxville, TN 37921	14 (circulation) 11 (ad. Sales) 179,790 sq. ft.	865-523-3131 www.knoxnews.com	Frank Rosamond; President and Publisher	Newspaper subscriptions and advertising sales

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Knoxville Utilities Board 445 S. Gay St. Knoxville, TN 37902	57	865-524-2911 www.kub.org	Dawn Mosteit; VP - Customer Service	Utilities provider customer service
Radio Systems Corp. 10427 Petsafe Way Knoxville, TN 37932	120 48,600 sq. ft.	865-777-5404 www.petsafe.net	Becky Gargis; Director of Customer Care	Pet containment products customer support
Sitel Worldwide Corp. 11228 Outlet Dr. Knoxville, TN 37932	600	865-347-6116 www.sitel.com	Kelin Mock; Site Director	Global customer interaction solutions provider with over 450 world-class clients
Talbots 2160 Lakeside Centre Way Suite 301 Knoxville, TN 37922	150 37,655 sq. ft.	865-558-6500 www.talbots.com	Wes Powell; VP - Customer Svc	Women and children's clothing catalog sales customer service center
Team Health, Inc. (Billing Center) 3429 Regal Dr. Alcoa, TN 37701	451 40,000 sq. ft.	865-292-3000 www.teamhealth.com	Jannene Roark; VP of Billing Top Officer	Medical billing services center
Total Quality Logistics 800 S. Gay St. #1800 Knoxville, TN 37929	20	800-580-3101 www.tql.com	Blake Burnett; Satellite Office Leader	Logistics management
Travelers 1101 Corridor Park Blvd. Knoxville, TN 37932	277 50,000 sq. ft.	865-777-6000 www.travelers.com	Jennifer Smith; Sr. Dir. - Business Center Operations	Personal lines insurance sales and service
U.S. Cellular Corp. 9731 Cogdill Rd. Knoxville, TN 37932	253 98,000 sq. ft.	865-777-8660 www.uscellular.com	Tom Catani; VP - Eastern Operations	Wireless communications provider customer support
Vanderbilt Mortgage & Finance Corp. 500 Alcoa Trail Maryville, TN 37804	926	800-970-7250 www.vmf.com	Eric Hamilton; President	Mortgage financing for mobile homes

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Whirlpool Corp. 414 N. Peters Rd. Knoxville, TN 37922	150 37,685 sq. ft.	865-470-5000 www.whirlpool.com	Corey Moles; National Sales Manager	Appliance repair customer service center
Wyndham Vacation Ownership 308 Collier Dr. Sevierville, TN 37862	75	865-774-2454 www.myclubwyndham.com	Terry Godfrey; VP	Resort timeshares customer service, support and collections
TOTAL EMPLOYMENT	9,242			

**Employment figures include only customer service center employees and not total employment for this region.

Sources: ReferenceUSA; Chamber corporate files
Last Annual Update: May 2020