

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

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

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

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

\*\*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