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Martha Hewitt Promoted to Vice President, Client Services

Phoenix, Arizona (June 26, 2018) –Empereon-Constar, a leading provider of end-to-end customer engagement and customer management solutions, is pleased to announce the promotion of Martha Hewitt to Vice President, Client Services Management. In her new role, Martha continues as a direct report to Travis Bowley, Chief Executive Officer with specific responsibility for ensuring clientservice satisfaction in a hyper growth business platform.



Martha Hewitt

“Martha’s leadership has made a significant impact on the success of Empereon-Constar,” said Travis Bowley, Chief Executive Officer. “Her insights and commitment to Empereon-Constar will continue to be an asset, supporting our growth and facilitating our ability to provide the highest level of quality service to our clients. We look forward to her continued contributions.”

Martha will continue to lead development of administrative functions across the entire enterprise and to perform direct project management of all facility build outs. Her expanded responsibilities include oversight of client management, service and support, new client project launch management, new client set up, monitor corporate compliance, auditing, quality assurance and ensure client service satisfaction for both the current client base composed of ten plus years tenure and new Fortune 500, 100 client partners. She will work closely with senior management to develop and implement strategies that facilitate operational efficiencies, enhance execution of client services aimed at increased client satisfaction.

Martha joined Empereon-Constar in 2010 and has over twenty-five years management experience across the entire consumer contact and BPO industry. Her experience, expertise, and knowledge are an invaluable resource to the Empereon-Constar portfolio of companies. Some of her significant achievements include Implementing a Compliance Platform including annual recertification for SSAE18 (SOCII) and PCI, facilitating and managing all facets of site design, build out, furniture, physical security, on time in budget. She oversaw launch of four (4) new operation centers in the last two (2) years, of which two (2) are mega sites housing 800 plus agents in 24x7 operations.





Please join us in congratulating Martha on this well-deserved promotion!

About Empereon-Constar

Empereon-Constar is a leading business process outsourcing company providing end-to-end customer engagement and customer management solutions for New Sales Account Generation, Customer Care, Risk / Fraud Operations, Collections Operations, QA Agent Call Monitoring, Back Office Administration Support, and Tech Support across the entire customer account lifecycle. Our customized solutions, real-time analytics, and global footprint help our clients achieve their business goals.

Empereon-Constar's full range of consumer and commercial services includes: lead generation, inbound / outbound sales, account origination, customer care, customer service, technical support, first party collections, recovery collections, credit bureau dispute management, fraud risk management, anti-money laundering, loan servicing and loan processing. Our world-class services and unique global strategy allows us to meet the needs of our client partners across multichannel (email, chat, phone) communication platforms, provide exceptional customer experiences, and consistently deliver world-class performance results, while maintaining the highest level of data security and compliance. For more information, please visit us online at www.empereon-constar.com or www.linkedin.com/company/22345663.

Empereon-Constar portfolio of companies: Empereon Marketing, LLC, Constar Financial Services, LLC, Empereon International, Constar International, and HQC International.

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