



## **NEWS RELEASE**

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## **Avantive Solutions' Josue Ceron Named Contact Center Leader of the Year**

*LATAM GM earns Bronze Stevie® Award for leadership role in international expansion*

Tulsa, Okla., March 9, 2023 -- Avantive Solutions, a global digital transformation leader specializing in innovative customer experience (CX) and strategic sales solutions, today announced that Josue Ceron, General Manager, Latin America, has been awarded the Bronze Stevie® Award for Contact Center Leader of the Year in the 17th annual Stevie Awards for Sales & Customer Service.

The Stevie Awards are the world's top honors for customer service, contact center, business development and sales professionals. More than 2,300 nominations from organizations of all sizes and in virtually every industry, in 49 nations and territories, were considered in this year's competition.

"We are very proud of the work that Josue and his team have done over the last 18 months. Josue is a strong leader, identifying top talent in our centers and providing exceptional customer response for our clients," said Frank Pettinato, CEO of Avantive Solutions. "But what really shines is his commitment to our purpose-driven culture through employee development and local community involvement. He truly deserves this recognition."

Josue has been instrumental to Avantive Solutions' expansion by helping to grow their Latin American operations and establish new locations to support ongoing growth. He collaborated closely with the leadership team, board members, and local business to open a center in Guadalajara, Mexico, in 2021 and a second Latin America location in Mexico City in 2022.

A Stevie® award judge stated, "This nomination really surfaces how Josue not only led his contact center team through the operational challenges but also how he went above and beyond to secure a new building, have industry leading metrics and lead an initiative to give back to the local communities - clearly he is an exceptional leader!"

To learn more about Avantive Solutions' innovative approach to customer care, or to view the open positions available, please visit [www.avantivesolutions.com](http://www.avantivesolutions.com)

### **About Avantive Solutions**

Avantive Solutions, founded in 1988, is a purpose-driven, global digital transformation leader specializing in designing, building, and delivering innovative customer experience (CX) and strategic sales solutions. The Company's enterprise-centric technology solutions provide actionable insights and drive desired outcomes through advanced data analytics, artificial intelligence (AI), and machine learning (ML) platforms. Avantive Solutions partners with the world's most recognized brands in healthcare and life sciences, financial technology (fintech), communications and media, and energy. To learn more about how Avantive Solutions is bringing purpose to the customer experience, visit [AvantiveSolutions.com](https://www.AvantiveSolutions.com).

### **About The Stevie Awards**

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>gt.

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