



CAPABILITY STATEMENT

Genesis Communications is a minority female-owned, Veteran-certified BPO firm dedicated to elevating customer service experiences. With over three decades of industry expertise, we transform customer interactions into meaningful relationships through tailored, customer-centric solutions that foster loyalty and trust. Our expert team is trained to engage with your customers authentically, ensuring their needs are met with precision and care across all industries.

CORE COMPETENCIES

Call Center & BPO Services

High-volume inbound and outbound call center management with a focus on first-call resolution, customer satisfaction, and quality assurance across all interactions.

Customer Experience Management

End-to-end management of customer journeys, from initial contact through issue resolution, ensuring consistent, high-quality experiences that build loyalty.

Remote Workforce Management

Proven work-from-home staffing model with robust time tracking, performance monitoring, and quality control for fully distributed call center teams.

Business Process Outsourcing (BPO)

Scalable outsourcing solutions for customer support, administrative functions, and back-office operations tailored to each client's mission and priorities.

Staffing & Workforce Solutions

End-to-end staffing through trusted partners – recruiting, onboarding, and managing W-2 call center agents aligned to client specifications and timelines.

Quality Assurance & Compliance

Rigorous QA processes, call monitoring, and compliance frameworks that maintain accuracy, timeliness, and regulatory adherence across all service lines.

Customer Relationship Management

Strengthened stakeholder engagement through effective communication, service responsiveness, and proactive issue resolution to maximize client retention.

DIFFERENTIATORS

- **30+ Years of Industry Expertise:** Deep operational knowledge managing high-volume communications while prioritizing customer satisfaction.
- **Veteran-Certified Leadership:** Discipline, accountability, and mission-focused execution embedded at every level of our organization.
- **Minority Female-Owned:** Certified VOSB bringing diverse leadership and a unique perspective to every client engagement.
- **Ethical, People-First Operations:** We prioritize employee well-being and professional growth, ensuring a motivated workforce dedicated to clients.
- **Scalable Remote Model:** Work-from-home infrastructure that rapidly scales up or down based on contract requirements and client needs.

COMPANY SNAPSHOT

CAGE: 8VW19
UEI: G8LUGKMPRVD6
DUNS: 07-0699799
Gov. Business POC: Genesis Communications
Phone: 678.596.8310
E-Mail: genesiscareers2020@gmail.com
Website: GenessisCommunications.us
Address: DeKalb County, Georgia
Work Area: Nationwide
Founded: 2017
Employees: 49 (40 agents + 9 staff)

Socio Economic:

- Veteran-Owned Small Business (VOSB)
- Minority Female-Owned Business

PRIMARY NAICS & PSC CODES

561320 – Temporary Staffing Services
561422 – Telemarketing Bureaus & Contact Centers
561110 – Office Administrative Services
541612 – Human Resources Consulting Services
541519 – Other Computer Related Services
541512 – Computer Systems Design Services
541513 – Computer Facilities Management Services
DE01 – End User IT Services (Help Desk/Support)
DF01 – IT Management Services
R499 – Support- Professional: Other
R699 – Support- Administrative: Other

PAST PERFORMANCE

Universal Music Group

Customer support and call center services supporting music industry operations.
Accolade Health / Dick's Sporting Goods

Health benefits support contract providing customer service and administrative call center functions for Accolade Health in partnership with Dick's Sporting Goods.