



## **News Release**

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## **Startel Announces New Technical Support Manager**

**Irvine, CA – June 13, 2013** – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers, today announced that Paul Adkins has joined the company as a technical support manager. Adkins will report directly to John Martin, senior manager of technical support operations at Startel.

In this newly created position, Adkins will help to facilitate the development of Startel's technical support team through ongoing, cross-training programs and peer coaching. He will also focus on improving the customer interaction, implementing new policies and procedures and establishing thresholds and targets to measure Startel's agents against.

Prior to joining Startel, Adkins was a teacher of computer systems at United Education Institute College. In addition, he has 13 years of active military service. While he has held a variety of high level global security leadership positions within the military and law enforcement, Adkins was most recently responsible for managing an 80 person staff that trained and prepared hundreds for deployment.

"We are pleased to welcome Paul to the team and look forward to him playing an integral role in developing and shaping our customer support department," said John Martin. "Paul's leadership knowledge and expertise as well as his technical background further strengthens our ability to provide exceptional support to our customers."

Adkins is currently a training petty officer in the United States Navy Reserves. He has a bachelor's in criminal justice from University of Phoenix (UoP) and is currently enrolled in UoP's MBA program.

### **About Startel Corporation**

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of

industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit [www.startel.com](http://www.startel.com).