

Amazon to open call center in Costa Rica [EFE News Service]

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Amazon.com plans to open a customer service call center in Costa Rica in November, the Coalition for Development Initiatives said Tuesday.

Amazon Support Services Costa Rica is expected to create more than 300 new direct jobs during the first two years of operation and 400 temporary jobs annually during the Christmas season, the coalition said in a statement.

"As our business grows and we expand, it's important to have customer service representatives available when it's convenient for our customers," Brent Jaye, Amazon's director of North American Customer Servicing, said.

"Costa Rica has developed great infrastructure that meets our needs and has become an operations base for other customer service centers, which means that we'll be able to utilize that talent and experience," Jaye said.

The amount Amazon plans to invest in the Central American nation was not revealed, but the company will have its offices in Heredia province, some 12 kilometers (7.5 miles) north of San Jose.

Amazon said its sales totaled more than \$4 billion during the second quarter, up 41 percent from the same period in 2007.

The company sells goods in more than 200 countries and has millions of customers.

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