

# In the business of service.

## ORLANDO

YOU DON'T KNOW  
THE HALF OF IT.®



**1,500+ People Added to Population Per Week**  
*(American Community Survey, 2018)*



**No. 1 Job Growth in the U.S.**  
*(U.S. Dept Labor, Bureau of Labor Statistics, 2015-18)*

In Orlando, it's our business to make companies here and everywhere operate, perform and succeed at the top of their industry. The region has long cultivated a reputation for customer service excellence, drawing in part on workforce skills honed through the local hospitality industry.

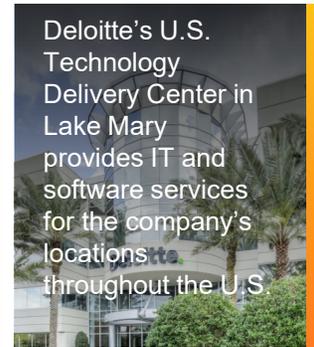
The over 90 contact centers in the region provide services to a variety of industries including transportation, technology, banking, insurance, healthcare, retail and the hospitality sector. Professional services companies will benefit from this talent pool experienced in a wide range of business areas, providing an unmatched opportunity for growth and success.

### MAJOR DEVELOPMENTS

Verizon's Center of Excellence in Lake Mary, which houses over 1,150 employees working in accounting, finance and back office operations



Deloitte's U.S. Technology Delivery Center in Lake Mary provides IT and software services for the company's locations throughout the U.S.



### FEATURED EMPLOYERS



#### Shared Services

Local companies provide a variety of shared services including financial, human resources, IT, legal and logistics for both internal operations and externally for a variety of global-scale industries.



#### Back Office and Customer Service

Orlando's diverse and multilingual population combined with a strong workforce trained in world-class customer experiences makes it an obvious choice for a many back office and service-related company functions.



#### Financial Services

Orlando houses a variety of financial services operations which consist of retail banks, back office and processing centers, customer support centers, CPA and accounting firms, fintech companies, wealth management and investment advisory services and more.



### TALENT PIPELINE

Orlando is among the nation's fastest-growing population and employment markets, ensuring a strong and stable labor pool for well into the future.

#### Business Administration

- **University of Central Florida** College of Business
- **Rollins College** Crummer Graduate School of Business
- **Full Sail University**
- **Seminole State College of Florida**
- **Valencia College**

#### Entrepreneurship

- **University of Central Florida** Center for Innovation and Entrepreneurship
- **Rollins College** B.S. in Business and Social Entrepreneurship
- **Full Sail University** Master's of Innovation & Entrepreneurship
- **Seminole State** Center for Business, Legal and Entrepreneurship

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