



#### FOR IMMEDIATE RELEASE

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#### Strategic BPO Solutions Launches Major Hiring Effort in Winchester, KY

**WINCHESTER, KY (September 11, 2025)** – Strategic BPO Solutions, LLC is proud to be a **new neighbor in Winchester** as a customer service call center and support team. The company is launching a major hiring effort at its operations center on **1025 Bypass Road**, with plans to bring on as many as **400 employees over the next four months**.

Formed as a joint venture between Vitalizing Business Solutions, Inc. (VBS) and Coast Professional, Inc. (Coast), Strategic BPO Solutions combines decades of experience in customer service and federal contracting. The company is committed to building a strong presence in Clark County and becoming a long-term partner in the community.

“Winchester represents everything we value in a community: hard work, hospitality, and resilience,” said **Shurlon Thompson, President of VBS and managing member of Strategic BPO Solutions**. “We are thrilled to begin this new chapter here, providing stable, meaningful jobs and contributing to the economic growth of Clark County. We want our neighbors to see us not just as an employer, but as a long-term partner in the community.”

#### A Fresh Start, A Local Commitment

Strategic BPO Solutions is committed to setting itself apart by delivering a **fresh start with new leadership, new investment, and a new vision**. While the building at 1025 Bypass Road has been home to contact center operations in the past, Strategic BPO Solutions brings a different approach that emphasizes employee development, community engagement, and operational excellence.

Strategic BPO Solutions has already begun reaching out to local organizations to connect with the community and become an active participant in civic life.

#### Join the Team – Good Jobs for Good Neighbors

Strategic BPO Solutions is now hiring **Customer Service Representatives** at its Winchester operations center. These positions focus on providing support and solutions, requiring clear communication, compassion, and a team-first mindset.

The company offers **competitive pay, paid training, paid holidays, health benefits, and 401(k) matching**, with both seasonal and full-time opportunities available. Applicants can apply today at [www.StratBPO.com](http://www.StratBPO.com).

– more –

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**About Vitalizing Business Solutions**

VBS empowers organizations to revolutionize their processes and strategies through expert guidance in business process management, program and project management, risk management, and supply chain logistics. By leveraging advanced technologies and industry best practices, VBS implements continuous improvement services that boost productivity, enhance quality, and reduce costs. Their comprehensive range of solutions includes acquisition and administrative support, business analysis, process re-engineering, and extensive training and development. With a steadfast commitment to quality, VBS received an “Exceptional CPARS” rating for services, schedule, and management in fiscal years 2022 and 2023. Discover more about VBS at [www.vitalizebus.com](http://www.vitalizebus.com).

**About Coast Professional, Inc.**

Coast is a leading BPO provider offering contact center and collection services tailored to meet industry-specific needs. The company specializes in omnichannel support serving commercial, private, and government clients. Coast is an eight-time honoree on the Inc. 5000 list for America's Fastest-Growing Private Companies, as recognized by *Inc. Magazine*, and has been awarded “Best Places to Work in Collections” by insideARM.com and Best Companies Group six times in the last decade. More information about Coast can be found at [www.coastprofessional.com](http://www.coastprofessional.com).