



Atento appoints Chris Condon as new President & GM USNS region to accelerate strategic growth

- Chris Condon's appointment reinforces Atento's strategic commitment to accelerate its growth in the region with the greatest potential and optimize the firm's global operational capacity.

Madrid, July 8th, 2025 – Atento Luxco 1 ("Atento" or the "Company"), one of the world's largest providers of customer relationship management and business transformation outsourcing (CRM/BTO) services and industry leader, announced today the appointment of Chris Condon as the new regional director of USNS (US Near Shore), effective immediately.

Chris Condon brings over 25 years of experience in customer experience (CX) solutions and technology to the role, having held leadership positions in sales, solutions, consulting, and operations within CX services companies throughout his career. Over a 23-year tenure at TTEC, he held multiple roles, culminating as Chief Revenue Officer of the TTEC Digital business, leading the go-to-market strategy and its execution.

Before joining Atento, Chris held the position of EVP & Chief Business Officer at Movate, a leading company in digital technology and customer experience services, where he led key strategic initiatives for the growth and digital transformation of the organization. His experience spans the management of complex operations and the development of innovative solutions that have generated a significant impact on customer satisfaction and business results.

From his new position, Chris will lead operations in the USNS region, focusing on identifying and capitalizing on new highly profitable growth opportunities, while implementing strategies to improve operational efficiency and strengthen customer relationships in this strategic market for Atento.

"We are pleased to announce the appointment of **Chris Condon** as our new **USNS President and GM**. Chris brings an outstanding track record in the customer experience (CX) and technology industry, backed by a solid history of leadership in implementing highly successful growth strategies," states Dimitrius Oliveira, CEO of Atento. "His incorporation represents a key strategic step to accelerate growth in one of the regions with the greatest potential for our business. Additionally, with his experience, we will strengthen our capacity to generate exceptional operational results at a global level. We are confident that his leadership will make a significant difference in the expansion of our market presence."

This appointment is part of a series of strategic organizational transformations that **Atento** is carrying out with the objective of accelerating the execution of its growth priorities and consolidating its positioning as a leading player in the **Business Transformation Outsourcing (BTO)** sector. These initiatives underscore the company's commitment to innovation and strengthening its leadership in the global market.

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing services ("CRM BTO") in Latin America and one of the leading providers globally.



Atento is also one of the leading CRM BTO nearshoring service providers for companies operating in the United States. Since 1999, the Company has developed its business model in 17 countries, employing more than 90,000 people. Atento, which serves more than 400 clients, offers a wide range of CRM BTO services through multiple channels. The majority of Atento's clients are leading multinational companies in the telecommunications, banking and financial services, healthcare, retail and public administration sectors. In recent years, the company has been recognized for its excellence by several global industry analysts, including Everest, Gartner, Frost & Sullivan and ISG. Forbes recognized Atento as one of the 100 best companies to work for in Spain in 2023, while Great Place to Work® has continuously ranked us as one of the 25 best companies to work for worldwide. We have also been recognized as the 1st company in the sector globally to achieve ISO 56002 Innovation Management Certification, which we have maintained for four consecutive years. For more information visit www.atento.com