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## "Offshoring" Bay area jobs overseas is a growing trend



By: **Dave Bohman**

Tampa, Florida - For more than two decades, automakers have closed assembly and parts plants in the U.S. and opened facilities in other nations where workers do the same jobs at a fraction of the wages made by American Laborers.



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But in the last five years, the concept of "offshoring" has been embraced by service companies, where computer jobs from from airline reservations to credit card processing have been shipped to nations like India, that feature highly educated, low-wage workers.

The concept hit home in the Tampa Bay area this summer when Capital One announced plans to close its credit card call center and eliminate 1,100 jobs.

**GUY HAGAN:**

*"Offshoring in general has both good and bad elements of it."*

Guy Hagan is a business consultant who led the USF Globalization Center's study of Bay Area businesses to gauge the effect of offshoring.

He estimates \$620-million worth of business from Bay Area companies was outsourced overseas.

But Hagan says that even more business from foreign companies was done by local firms.

**GUY HAGAN:**

*"Tampa Bay companies export 1.1-billion in the same professional services, so that's good, we're exporting more than we're importing."*

Still, Hagan says his study shows more local company's are finding benefits in offshoring, and workers in financial services industries should continue to upgrade their job skills and education in case their job is the next one outsourced.



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