

Inc.

The Handbook of the American Entrepreneur



5000

**Fastest-Growing
Private Companies**

Congratulations to

**CR Dynamics
& Associates, Inc.**

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Inc. 5000 **About the Inc. 5000** Now in its second year, the Inc. 5000 is the most comprehensive portrait of fast-growing private companies assembled anywhere. Each profile is researched and reported by one of the dozens of writers assigned to the project and includes interviews with the CEOs of almost all the companies on the list. Many firms are innovators with little coverage elsewhere; many others are using their cutting-edge savvy to grow their market share in traditional products and services, and are similarly underreported by the rest of the business media. The Inc. 5000 profiles are available on Inc.com.

CR Dynamics & Associates

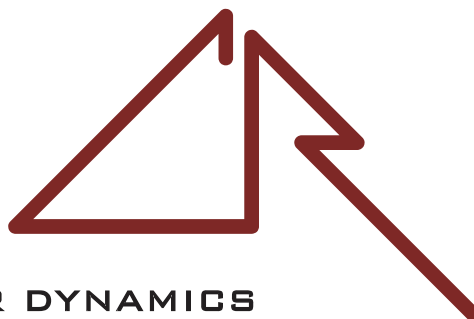
136.5% THREE-YEAR GROWTH
EMPLOYEES: 30 FOUNDED: 1994
Baltimore, MD www.crdynamics.com

What it does: Provides call center outsourcing services to private industry, as well as state and federal governments. *Why it's growing:* They've expanded into new markets within the government and also partnered with some high-profile corporations. *What's noteworthy:* CEO Charles Ramos chuckles as he says he started the business with \$5,000, a dream, and not a whole lot of common sense.

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In the company's own words

CR Dynamics & Associates, Inc. (CRD) www.crdynamics.com is headquartered in an SBA certified Baltimore, Maryland, HUBZone, and is one of the regions leading minority owned Call Center Service organizations. CRD currently provides call center outsourcing services for private, state and federal organizations. For fourteen years, CRD's group of extraordinary people has dedicated themselves to working toward a common goal of helping organizations close the customer service gap by delivering extreme levels of customer satisfaction. CRD has matured into a well-established company with Call Center Operational Services experiences; covering Back Office Administrative Support Services, Informational and IT Help Desk services, Inbound Customer Service, Order Taking, and Outbound Market Research Survey programs. CRD is a certified minority owned firm and has an established GSA Schedule for technical and contact center support.



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