
**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549**

FORM 8-K

CURRENT REPORT
Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): **May 2, 2022**

TTEC HOLDINGS, INC.
(Exact name of registrant as specified in its charter)

Delaware
(State or other jurisdiction of
incorporation)

001-11919
(Commission
File Number)

84-1291044
(I.R.S. Employer
Identification Number)

9197 S. Peoria Street
Englewood, CO 80112-5833
(Address of principal executive offices) (Zip Code)

Registrant's telephone number, including area code: **(303) 397-8100**

Not Applicable
(Former name or former address if changed since last report)

Securities registered pursuant to Section 12(b) of the Act

Title of each class	Trading Symbol(s)	Name of each exchange on which registered
Common stock of TTEC Holdings, Inc., par value \$0.01 per share	TTEC	NASDAQ

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2 below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Item 5.02. Departure of Directors or Certain Officers; Election of Directors; Appointment of Certain Officers; Compensatory Arrangements of Certain Officers.

On May 4, 2022, TTEC Holdings, Inc. (“TTEC” or the “Company”) announced the appointment of Ms. Michelle “Shelly” Swanback, as Chief Executive Officer for TTEC Engage, its digitally enabled customer experience as a service (“CXaaS”) business segment (“TTEC Engage”).

Prior to joining TTEC, Ms. Swanback, 53, was President, Product and Platform for Western Union (NYSE:WU). She served as the Group Operating Officer at Accenture Digital between 2014 and 2020. Between 2011 and 2014, she served as the lead for Accenture Technology North America, and as a managing director for the Accenture North American Communications, Media, and High-Tech operating group. Ms. Swanback is a member of the board of directors for WillisTowersWatson (NASDAQ:WTW), a multinational risk management, insurance brokerage and advisory company. She holds a bachelor’s degree in Finance and Computer Information Systems from Colorado State University.

TTEC and Ms. Swanback have entered into an executive employment agreement attached as Exhibit 10.84 to TTEC Q1 2022 Financial Report on Form 10-Q filed with the US Securities and Exchange Commission on May 4, 2022 and incorporated herein by reference.

Item 7.01 Regulation FD Disclosure.

On May 4, 2022, TTEC Holdings, Inc. issued a press release announcing the appointment of Ms. Michelle “Shelly” Swanback as Chief Executive Officer for TTEC Engage. A copy of the press release is attached as Exhibit 99.1 to this Current Report on Form 8-K.

The information in this Item 7.01, including Exhibit 99.1 attached hereto, is being furnished and shall not be deemed “filed” for purposes of Section 18 of the Securities Exchange Act of 1934, as amended (the “Exchange Act”), or otherwise subject to the liabilities of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933, as amended, or the Exchange Act, except as shall be expressly set forth by specific reference in any such filing.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits

Exhibit No.	Description
99.1	Press release dated May 4, 2022.
104	Cover Page Interactive Data File (formatted in Inline XBRL and contained in Exhibit 101).

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

TTEC Holdings, Inc.
(Registrant)

Dated: May 4, 2022

By: Margaret B. McLean
Name: Margaret B. McLean
Title: General Counsel & Chief Risk Officer

**ttec** Press Release**TTEC NAMES SHELLY SWANBACK AS CEO, TTEC ENGAGE***Digital CX Transformation leader to ignite next stage of growth*

DENVER, Colo., May 4, 2022 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ:TTEC), one of the largest global CX (customer experience) technology and services innovators for digital CX transformation, today announced that Shelly Swanback has been named Chief Executive Officer of TTEC Engage. A proven, global, digital transformation leader, Ms. Swanback brings deep expertise across the Company's five growth pillars including technology innovation, vertical differentiation, enterprise-wide diversification, geographic expansion and strategic M&A.

Swanback will partner with TTEC's Chairman and CEO Ken Tuchman and the Company's senior leadership team to accelerate TTEC's next phase of growth. "I am thrilled to welcome Shelly to the TTEC family. She is both a market-facing executive and a strong, cultural leader with a proven track record of building strategic value with C-level clients, employees, partners, and shareholders. Skilled at driving innovation globally and at scale, Shelly brings vertical industry knowledge, customer experience domain expertise, and strength in digital product development," said Ken Tuchman, chairman and CEO, TTEC.

"In the last 10 years, TTEC has doubled in size and more than doubled its profit. With our massive addressable market, broad and deep CX capabilities, and solid financial profile, our ambition is to double the business again, but in half the time. Shelly shares our vision and has the passion and expertise to take us to the next level," Tuchman concluded.

30 Years of Experience Building Innovation and Driving Growth

Swanback has more than 30 years of experience establishing and scaling innovative businesses with digital, analytics, strategic consulting, and technology-enabled services at the core. Most notably, she launched and built Accenture Digital into a global, digital transformation powerhouse with more than \$20 billion in annual revenue in just seven years.

"The winners in the experience economy will be the brands that are customer obsessed and have the ability to deliver personalized, effortless experiences at scale," explained Ms. Swanback. "I'm thrilled to join TTEC at this pivotal time. The Company's vision of bringing humanity to customer and employee experiences through continuous innovation with talent, data, AI and emerging technologies resonates deeply with me. With the intensifying focus on digital adoption, no one is more capable or ready than TTEC to help companies and their customers win in the experience economy. I'm excited to get started working with Ken and the team to accelerate growth in this next phase of TTEC's transformation."

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ttec Press Release

The Next Step in the CX Pioneer's Journey

TTEC pioneered the global CX industry almost 40 years ago when the company was founded by Tuchman. With 2022 recognition from Gartner as a Leader in their 2022 Magic Quadrant report for Customer Service BPO and Forbes citing the Company as one of America's Best Large Employers, TTEC continues to be recognized as a trailblazer in customer and employee experience.

Tuchman continues, "I'm more excited than ever about our business. Extending our executive team with Shelly at the helm of TTEC Engage will amplify and accelerate our progress as we help our clients and their customers win in the experience economy."

About TTEC

TTEC Holdings, Inc. (NASDAQ:TTEC) is one of the largest, global CX (customer experience) technology and services innovators for digital CX transformation. The Company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The Company's nearly 62,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at <https://www.ttec.com>

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