

**Kim Houlne**

Founder, President and  
Chief Executive

**Cathy Metry**

Chief Finance Officer

**Gail Rigler**

Chief Marketing Officer

**Arsalan Suhail**

Chief Strategy Officer

**Ashok Narayanan**

Strategic Technology Officer

**Gary Ash**

Senior Vice President,  
Business Development

## Working Solutions

Based in Dallas, Texas, Working Solutions is a recognized leader in on-demand, onshore contact center outsourcing. Think virtual call centers, free of bricks and mortar.

Founded in 1996, the private, woman-owned company draws from a database of 150,000+ professional contractors, known as PROs. They work from home all across the United States and Canada to provide best-in-class contact center services. Spread across 1,000s of miles, this mobile-and-modern workforce model enables companies to deliver nonstop customer care, scaling resources as needed.

In 2021, Working Solutions secured a major, long-term investment from Housatonic Partners, a well-respected, private-equity firm focused on growth companies. Supported by a new board of directors, Working Solutions plans to expand into evolving markets, such as telehealth, and new geographies.

## Industries

The versatility of Working Solutions offerings—from sales to service to tech support—enables the company to serve clients and their customers in diverse industries. They include communications, consumer services/retail, energy/utilities, financial services, healthcare and travel/hospitality.

Today, more businesses—from online, medical-device providers to virtual exercise companies—rely on-demand, remote services to engage their customers. On average, Working Solutions handles more than 100,000 transactions a day.



### [Kristin Skiko](#)

Vice President, Talent Management



### [Tamara Schroer](#)

Vice President, Education and Development



### [April Wiita](#)

Vice President, Program Success



### [Tracey Sloan](#)

Vice President, Innovative Solutions and Support



### [Billy West](#)

Vice President, Information Technology

## Clients

Operating for 27 years, much of the company’s business comes through referrals, from convinced clients working side-by-side with Working Solutions front-line leaders and professional agents.

The dependability and flexibility of the company’s virtual operations ensure responsive, reliable service for everyday business, long-range projects and unforeseen events, such as the pandemic.

Clients range from nonprofits to small and mid-sized businesses to FORTUNE 500 companies. Here are just a few: A Place for Mom, Intuit TurboTax and Sylvan Learning.

## Recognition

As forerunner in on-demand customer service, Working Solutions is known for its industry leadership and empathetic workplace. Today, 80% of employees are virtual and all agent contractors work from home.

Recognition includes:



- Ranking 1st in the [FlexJobs Top 100 Companies with Remote Jobs \(2024\)](#). We ranked 2nd through 9th spot between 2016 and 2023. Being ranked highly showcases the growth of Working Solutions’ business.
- Industry analyst HFS named Working Solutions a [OneOffice/One Ecosystem Hot Vendor](#). In its report, HFS states the company is a proven contact center outsourcer that knows how to recruit, onboard and educate an exemplary, customer-service workforce (2022).
- Working Solutions founder and chief executive Kim Houlné being profiled in [The Woman Achiever \(2022\)](#). Such profiles cite forward-thinking and a leader’s direct impact on a company’s bottom line. What’s more, Houlné is named among North Texas’ most influential businesswomen.
- Recognized for its caring corporate culture, Working Solutions being cited as a best place to work by the Dallas Business Journal (2019).

## About Us

With 27+ years of success, Working Solutions is a recognized leader in on-demand, onshore contact center outsourcing.

From across the U.S. and Canada, our workforce of sales, service and tech-support experts elevate customer care and improve business results.

Contact us 972.964.4800

[sales@workingsol.com](mailto:sales@workingsol.com)  
[workingsolutions.com](http://workingsolutions.com)

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