



[Kim Houlne](#)

Founder, President and
Chief Executive



[Gail Rigler](#)

Chief Marketing Officer



[Ashok Narayanan](#)

Strategic Technology Officer



[Kristin Skiko](#)

Vice President, Talent
Management



[Tamara Schroer](#)

Vice President, Education
and Development

Working Solutions

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

Founded in 1996, the private, woman-owned company draws from a database of 180,000+ home-based contractors across the United States and Canada to provide best-in-class contact center services. Spread across 1,000s of miles, its distributed workforce model enables businesses to deliver virtual customer care in a crisis, such as the COVID-19 pandemic.

The company began 2021 with 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/retail](#), [energy/utilities](#), [financial services](#), [healthcare](#) and [travel/hospitality](#). With the ongoing pandemic, more businesses—from online medical device providers to virtual exercise companies—now rely on-demand, remote services to engage their customers. On average, Working Solutions handles over 100,000 transactions a day.



Tracey Sloan

Vice President, Innovative Solutions and Support



Billy West

Vice President, Information Technology



Cathy Metry

Chief Finance Officer



April Wiita

Vice President, Program Success

Clients

Operating for 25 years, more than 75% of the company’s business has come through referrals, from clients working side-by-side with Working Solutions frontline leaders and agents. The dependability and flexibility of the company’s virtual operations ensure nonstop service, sales and tech support for everyday business, unforeseen events and long-range projects.

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, Sylvan Learning and Zillow.

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:



- Placed #4 in the FlexJobs Top 100 Companies with Remote Jobs for the seventh straight year—with the last six in the Top 10. (2021)



- Recognized for its caring corporate culture, Working Solutions cited again as a best place to work by the *DallasBusiness Journal*. (2019)



- Working Solutions founder and chief executive Kim Houline named one of North Texas’ most influential businesswomen. (2017)

About Us

With 25+ 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

Take the next step
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