



### [Kim Houlne](#)

Founder, President and  
Chief Executive



### [Gail Rigler](#)

Chief Marketing Officer



### [Ashok Narayanan](#)

Strategic Technology Officer



### [Troy Hesselgesser](#)

Senior Vice President,  
Business Development



### [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 on a network of **150,000+** home-based contractors across the United States and Canada to provide best-in-class contact center services. Its remote workforce model enables businesses to deliver customer care in a crisis, such as the COVID-19 pandemic.

## 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 COVID-19, more businesses—from online medical device providers to virtual exercise companies—now are using on-demand, remote services to engage their customers.

## Clients

Operating for 24 years, more than 75 percent 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.



### [Tracey Sloan](#)

Vice President, Innovative Solutions and Support



### [Billy West](#)

Vice President, Information Technology



### [Cathy Metry](#)

Vice President of Finance and Controller



### [April Wiita](#)

Vice President, Program Success

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.

Recognition includes:



- Placed #5 in the FlexJobs Top 100 Companies with Remote Jobs for the sixth straight year—with the last five in the Top 10. (2020)



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



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

## About Us

With 24+ 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  
866.857.4800

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