OUR LEADERSHIP



TIM HOULNE ®

CHIEF EXECUTIVE OFFICER

Tim is a seasoned entrepreneur and former FORTUNE 500 leader with a rich history of buying, selling, and managing contact centers and businesses process services. As CEO, his leadership is well grounded by being on the ground with clients. As he always says, "To best serve a client's business, you first have to understand it - from front line to corner office."

Tim has over 30 years of experience in sales, customer service, technical and warranty management and held leadership roles at West Corporation, GE TechTeam, and Connect Services. He's known for his expertise in contact center and technology solutions and co-authored, *The New World of Work: From the Cube to the Cloud*.

Tim holds a BSBA in management and ASBA in Banking and Finance from Missouri Western State University, and a MBA from the University of Texas at Dallas. He also has International Residency from Ecole School of Management and Grenoble Graduate School of Business.

OUR LEADERSHIP



KELLY UHLRICH



Kelly is responsible for the general management of each Humach location. Her career got its start in customer service at Advanced Data Comm, which became WS Live in 2006.

Kelly has worked in all areas of contact center management including oversight for operations, quality assurance, training, workforce management, client services, human resources, finance, and IT/programming departments. During her 25 years in the industry, she's helped launch three call centers and conducted ongoing operations performance analysis and process improvement initiatives. In addition to her valuable industry insight, Kelly contributes solution-driven, goal-focused discipline to the business and is essential in developing strong client partnerships.

Kelly holds a BA in Psychology from Clarke College in Dubuque Iowa.