

Behind the headsets

The people, culture and vision behind one of the region's fastest growing employers



Nearly two decades of success have been built on one foundation - a team of dedicated professionals committed to delivering excellence every day. (US)



Stories by Dwayne Gibbs

FOUNDED in St Lucia in 2004, **KM² Solutions** has grown from a single operation into one of the Caribbean and Latin America's leading Business Process Outsourcing (BPO) providers, supporting many of the United States' foremost organisations across highly regulated industries such as financial services and healthcare. From its inception, the company's mission has centred on helping clients deliver exceptional customer experiences through a comprehensive suite of services, including customer care, technical support, collections, back-office operations, and digital support delivered across voice, chat, email, SMS and other communication channels. Today, **KM²** employs approximately 6 000 people across Barbados, St Lucia, Grenada, Colombia, the Dominican Republic and Honduras, combining advanced technology with local talent and a people-first culture to provide secure, high-quality business solutions to clients throughout North America.

Barbados has played a pivotal role in that journey since becoming **KM² Solutions'** second country of operations nearly 20 years ago. More than simply an expansion destination, the island quickly established itself as a strategic cornerstone of the company's regional delivery network. The decision to invest in Barbados was driven by several competitive advantages, including a highly educated and professional workforce, a long-standing culture of customer service excellence, strong communication skills and close cultural alignment with United States customers. Coupled with a stable, business-friendly environment, these strengths have enabled the Barbados operation to consistently exceed client expectations while earning a reputation for professionalism, reliability and exceptional service delivery.

The key to **KM² Solutions'** continued success has been its unwavering belief that its people are its greatest asset. Rather than viewing employment as simply filling

vacancies, the company has built its culture around creating meaningful careers. Over the past two decades, hundreds of employees have progressed through the company, expanding their skills and advancing into increasingly senior positions across customer service, technical support, collections, digital operations, quality assurance, workforce management, training, information technology, finance, human resources, marketing and executive leadership. This commitment to developing talent from within is reflected in the fact that approximately 97 per cent of leadership and promotional opportunities are filled internally. Continuous coaching, professional development and mentorship remain defining characteristics of the organisation, ensuring employees are equipped not only for today's roles but also for tomorrow's opportunities.

The company's investment in Barbados extends far beyond its offices. Nearly two decades of uninterrupted operations demonstrate **KM² Solutions'** long-term confidence in the country's workforce and economic potential, having continued to invest despite changing global market conditions. Equally important has been the organisation's commitment to corporate social responsibility. **KM²** believes successful businesses have a responsibility to strengthen the communities in which they operate, supporting initiatives and organisations that create meaningful and lasting social impact. By investing in people both inside and outside the workplace, the company seeks to create value not only for its employees and clients, but also for Barbados as a whole.

As **KM² Solutions** approaches its 20th anniversary in Barbados, the company views this milestone not as a culmination but as the beginning of an exciting new chapter. While the first two decades established a strong foundation for regional growth, the future promises even greater opportunities driven by technological innovation, artificial intelligence and the evolving expectations of customers around the world. Barbados will remain an integral part of the

company's long-term growth strategy, with continued investment in its people, operations and infrastructure. As new technologies reshape the BPO industry, **KM² Solutions** remains committed to

equipping its workforce with the skills required to thrive in an increasingly digital economy, ensuring that both the company and Barbados continue to grow together for many years to come.

CONGRATULATIONS

KM² Solutions

**CELEBRATING
NEARLY 20 YEARS
OF EXCELLENCE IN BARBADOS**

For almost 20 years, **KM² Solutions** has been creating career opportunities, investing in its people, and delivering exceptional customer experiences throughout Barbados

We at Servall Inc. congratulate **KM² Solutions** on this milestone and thank you for the partnership we have shared over the years. We wish you continued growth, innovation, and success as you celebrate this significant achievement and look ahead to a brighter future.

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SERVALL Inc.

FEATURE

More than a milestone



CONGRATULATIONS on celebrating 19 years of **KM² Solutions** in Barbados!

For nearly two decades, Barbados has been an integral part of our success story. What makes this office special is not just its longevity, but the exceptional people who have built a culture of professionalism, integrity, and genuine care for one another and our clients. Your talent, dedication, and consistency have earned the trust of our partners and helped establish Barbados as one of the strongest pillars of our global organisation.

As we celebrate this milestone, we also begin the countdown to our 20-year anniversary. That milestone reflects the strength of our team, the enduring partnership we've built with the country, and the bright future that lies ahead.

Thank you for your commitment, your passion, and the pride you bring to **KM² Solutions** every day. I look forward to celebrating our 20th anniversary with all of you next year!

DAVID KREISS
President & CEO
KM² Solutions



(In Photo: De Pomposettes by Karl Smith.)

(Photo credit: Invest Barbados 2007 archives.)

HISTORIC BEGINNING

The opening of **KM² Solutions Barbados** in 2007, attended by PM Mia Amor Mottley, laid the foundation for nearly two decades of growth, opportunity and career development.

KM² Solutions Barbados celebrates 19 years with a spectacular cultural extravaganza

As part of the countdown to an incredible 20-year milestone, **KM² Solutions Barbados** proudly celebrated 19 years of excellence with a vibrant and unforgettable cultural extravaganza that showcased the very best of Barbadian heritage.

The celebration embraced a "Dress Regal" theme, with attendees arriving in elegant and sophisticated attire befitting the occasion. Upon entry, guests were immediately captivated by a dazzling gold backdrop and a magnificent illuminated "19 Years" display that served as the centrepiece of the festivities.

Throughout the day, employees were treated to a rich display of authentic Barbadian culture. The lively atmosphere came alive with performances from majestic stilt walkers, the iconic Mother Sally, and the rhythmic sounds of a traditional tuk band, creating an energetic and immersive cultural experience. Each performance beautifully highlighted the unique traditions that make Barbados so special.

The culinary offerings were equally impressive. Employees indulged in a mouth-watering array of local and international

delicacies, including traditional conkies, flavourful buljol, and interactive pasta stations. The abundance of food, colour, and culture created a truly spectacular scene that delighted all in attendance.

The memorable day concluded with an elegant dinner celebration hosted by the management team in recognition of two remarkable employees, Mellisia Greene and Kellyann Gooding. Both team members have been part of the **KM² Solutions** family since the company first opened its doors in Barbados, and their unwavering dedication, commitment, and contributions over the years were honoured during this special occasion.

As **KM² Solutions** continues its journey towards celebrating 20 years of success, the 19th anniversary celebration served as a powerful reminder of the company's rich culture, dedicated employees, and enduring legacy within the Barbadian community.

SASKIA ASHFORD-APPLEWHAITE,
Operations Manager

Changing the narrative

KIMMELLE AUSTIN, SITE DIRECTOR

Kimmelle Austin started her journey with **KM² Solutions** as an operations manager in 2015, but her career in the Business Process Outsourcing (BPO) industry began in a call centre for another company in 2003. Today, she proudly sits as **KM²'s** site director, the company's most senior executive at the Barbados operations. In the years between she has gathered a wealth of knowledge and expertise and has earned her stripes as a seasoned BPO operator.

Austin is the personification of what happens when an entry level employee stays the course with a clear idea of where they want to go and what they want to achieve. At her previous company, she quickly rose through the ranks going from agent, to recruiting, supervising, working in leadership development and managing call centre operations within nine years, before joining **KM²** in 2015. In her 11 years at **KM²**, she enjoyed further upward mobility going from operations manager to director of operations before being promoted to site director in November 2025.

When asked how she was able to consistently elevate within both organisations where she worked, she kept her advice practical yet very profound.

"It's really about identifying what you want to achieve and after that, your aim is to find the individuals who can mentor and challenge you in the areas you need to improve in. You also have to be open to feedback around areas of opportunity more so than your strengths. That's the great thing about working in a call centre because your talent is easily identifiable and that is important for employers to observe," Austin said.

As decorated a career that Austin has had, her ultimate goal is to change the public's perceptions of call centres like **KM²**, more specifically amongst

young working-class Barbadians.

"We want every employee walking through the doors of **KM²** to be very proud to be part of our company. It's important to let Barbadians know who we are, what we do and the large volume of customers we serve in addition to supporting hundreds of employees to facilitate their personal goals and dreams," she said.

For Austin, success is measured not only by the positions she has earned, but by the opportunities she can help create for others. Having begun her own career as a call centre agent, she understands firsthand the transformative power of an organisation that invests in its people and recognises talent. That perspective now shapes her leadership at **KM² Solutions**, where her mission extends beyond meeting business objectives to building a workplace where employees feel valued, empowered and inspired to pursue long-term careers. By continuing to champion professional development, mentorship and a culture of excellence, Austin hopes to redefine how Barbadians view the business process outsourcing industry, not as a temporary stop along a career path, but as a place where ambition can flourish, leadership can be cultivated and life-changing opportunities can begin. (DG)



Meet the Barbadian leadership team driving the company's next era of growth.

Site Director Kimmelle Austin and Director of Operations Kevin Jessamy are driving a people-first vision that is shaping the future of the company's Barbados operations. (JJS)

KEVIN JESSAMY, DIRECTOR OF OPERATIONS

Kevin Jessamy started working with the leading Business Process Outsourcing (BPO) company here in Barbados at the age of 17 and instantly fell in love with the industry he has called home for the last 30 years. This wealth of experience allowed him to manage call centre operations in St Vincent & The Grenadines. Jessamy joined **KM² Solutions** late last year as its director of operations and has thoroughly enjoyed his experience so far.

What he is most proud about as it pertains to **KM² Solutions** is that the company is currently under total local leadership, which is unprecedented in its 19-year history. He spoke emphatically about what a difference that makes in the minds of the employees.

"I think it inspires our employees to see people from the same country as them in upper-level management positions. It also gives the community a sense of pride to see one of the largest private employers is being led by Barbadians throughout. We are also very driven to get out there and aggressively recruit young people with the understanding that most of our managers started from young," he said.

Jessamy also spoke about **KM² Solutions'** efforts to reach the masses
• Continued on Page 40A



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www.investbarbados.org

19 years of service

For nearly two decades, **KM² Solutions** has established itself as one of the Caribbean's leading Business Process Outsourcing (BPO) providers, celebrating 19 years of sustained growth, innovation and investment in people. With operations spanning Barbados, St Lucia, Grenada, and multiple locations across Latin America, the company has built a reputation not only for delivering exceptional service to its global clients but also for cultivating talent from within. At the heart of its success is a steadfast commitment to employee development, creating meaningful career pathways that have enabled many team members to progress from entry-level positions into

leadership roles.

Perhaps no stories illustrate this philosophy better than those of Kellyann Gooding and Mellisia Greene, two dedicated employees who have been part of **KM² Solutions'** Barbados operation since its inception 19 years ago. Having grown alongside the organisation, they now proudly serve in managerial positions, embodying the company's culture of loyalty, professional growth and opportunity. As **KM² Solutions** marks this significant milestone, they reflect on their journeys, the lessons they have learned and the experiences that have shaped both their careers and the company's enduring legacy.



Mellisia Greene – Quality Assurance Manager (Barbados/Grenada)

"I am truly fortunate to have had 19 great years here and having the experience of working in various departments from being an agent, to going into training associates, then coming into quality. I appreciate that even after all this time I still learn something new every day. I truly love working with new hires and taking them from being unsure of themselves when it comes to taking calls and bringing them to a place where they come into their own and find that confidence within themselves.

"There is not much I would have done differently if I could do it all over again to be honest. I am proud that the quality of my work and how I maintained myself within this company was enough to convince my employers to give me these opportunities, and now I am happy to dedicate myself to developing the upcoming agents in the various aspects of their jobs. I am looking forward to continually growing and learning in my current role and I want to congratulate **KM²** on this amazing milestone." (DG)

Kellyann Gooding – Operations Manager

"The last 19 years have been truly life-changing and I have enjoyed every minute of it. I think having the opportunity to help younger agents grow and to see them flourish is what keeps me here. During the COVID-19 pandemic, **KM²** initiated and supported hundreds of employees to work from home while other companies were laying off employees. This showed me how stable **KM²** is as a company and I am proud to have given almost 20 years to such a fine organisation.

"Coaching and development are my two favourite aspects of the job and I also want to say that for every individual who begins at **KM²**, I tell them that they are here to learn the culture and to not listen to what others tell them because I have been here for 19 years and I would never say somewhere I was being mistreated."



Kellyann Gooding and Mellisia Greene celebrate 19 years of dedicated service with the company. (JJS)

*Homegrown leadership continues to power **KM² Solutions** as Austin and Jessamy champion opportunity, excellence and career development across the organisation.*

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by speaking at secondary schools, colleges, churches and in various communities as well as job fairs across the island. His agenda is to position **KM²**'s brand firmly within the public's consciousness as a prime employment option for young people looking for promising careers. **KM² Solutions** also has sites in St Lucia and Grenada along with three locations across Latin America, and Jessamy's intention is to make **KM² Solutions Barbados** the crown jewel amidst their regional and international units.

For Kevin Jessamy, success at **KM² Solutions** is measured by far more than business performance; it is about creating opportunities, developing people and demonstrating what Barbadians can achieve when they are empowered to lead. His vision is to build a workplace where young people see a genuine career path, where employees are equipped with the skills to grow into leadership positions, and where the company continues to make a meaningful contribution to the nation's economic development. By strengthening the organisation from within while expanding its reach into communities across the island, Jessamy hopes to inspire the next generation to view the BPO industry not simply as a job, but as a profession filled with long-term possibilities.

As they look to the future, Austin and Jessamy's mission is clear: to establish **KM² Solutions Barbados** as the benchmark for excellence across the company's regional network while cementing its reputation as one of the country's employers of choice. With a leadership team proudly rooted in Barbados and a commitment to nurturing local talent, their mandate is to grow the employee base from almost 700 employees to 800+ employees by the end of 2026. They believe the company is well positioned to continue transforming lives, one career, one employee and one success story at a time. (DG)



For 19 years, **KM² Solutions Barbados** has shown that world-class business services can be delivered from Barbados to clients around the world.

We are proud to support international companies like **KM² Solutions** as they strengthen our services sector and reinforce Barbados' reputation for business excellence.

Young talent thrives

For nearly two decades, **KM² Solutions** has built its reputation on more than operational excellence, it has invested in developing people at every stage of their careers. While many of the company's long-serving employees exemplify the value of loyalty and internal growth, an equally important part of **KM²**'s success lies in the next generation of professionals who will help shape its future. Through mentorship, training and clearly defined career pathways, the organisation continues to attract ambitious young talent eager to build meaningful careers within the Business Process Outsourcing (BPO) industry.

Among those representing this new generation are Human Resources Assistants Kristyn Brathwaite and Shakeema Lake. As Kristyn celebrates five years with the company and Shakeema marks her first six months, both women are at different stages of their professional journeys but share a common passion for people and organisational development. Their experiences reflect **KM² Solutions'** ongoing commitment to nurturing emerging talent, ensuring that the company's culture of excellence, innovation and employee development continues to thrive for years to come. As they look ahead, both see limitless opportunities for personal and professional growth while contributing to the continued success of one of the Caribbean's leading BPO providers.



Shakeema Lake (left) and Kristyn Brathwaite, Human Resources Assistants. (JJS)

SHAKEEMA LAKE - HUMAN RESOURCES ASSISTANT

"This is my first time in this role and it has really been a learning experience, especially coming from a background of psychology. Learning to help others while they comply with the company's expectations while at the same time making sure they feel heard and valued is the thing I strive for daily. Creating a safe space for employees is a large component of my job and I aim to do that competently. I am naturally empathetic and I have a willingness to help individuals, so I know I am in the right career field."

"I may not have been here for a very long time but I have already collected a lot of cherished memories. The standout day for me was when we had a team building exercise and one of my colleagues made some delicious tacos. On that day we really got to bond as a team and come up with ideas of how we could move forward as a cohesive unit. As a new staffer, to come into such a welcoming environment really meant a lot to me and I have enjoyed every day here."

I am still young in my career but the ladies I have around me are excellent mentors and they have given me grace and space to grow. I really look up to them and I look forward to working with them for years to come," she said. (DG)

Investing in emerging talent today to build the leaders of tomorrow.

KRISTYN BRATHWAITE - HUMAN RESOURCES ASSISTANT

"A lot has changed in the five years I've been here. We have increased engagement with them and I think our leaders have done a great job in ensuring that there are lots of activities and incentives to keep employees motivated."

"I am involved in our organisational health and safety committee as secretary which makes me privy to some degree of planning on the part of our employees, and I believe getting involved in company activities is important to employee development. It gives you a sense of purpose and belonging as well. I want to congratulate **KM²** on 19 wonderful years with many more ahead. I want the company to continue to put employees first and our future will be a bright one," she said.

KM²
19th Anniversary
KM² Solutions



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