

 hire bloom

# Global Impact Report

## 2025



# Our Mission

We empower deserving people in emerging markets to significantly improve their standards of living and reach their full potential through dignified work.

# Founders' Message



As we reflect on 2025, there are many moments and milestones that stand out. We moved into a new office in our Utah HQ with room for our expanding team. We also opened our first international office in Nairobi, Kenya, and have broadened our presence and impact in that region.

In addition to these brick-and-mortar milestones, this last year, the stories of some of our team members were beautifully told in the BYUtv documentary, "Pathway to Hope," which we were grateful to witness and participate in.

We also won the Utah Valley Fastest Growing Company Award, which was a great chance to shine a light on our team's hard work over the years.

As we've continued to grow our corporate team and our global workforce, we've expanded our operational capacity and internal processes, thinking to the future. While we'll always be a scrappy startup at heart, we're heading into yet another growth stage—maturing as a business and magnifying our impact for both our global teams and our US-based clients.

As you read through our 2025 impact report, you'll see the stories and stats of our team members around the world. They're the reason we started down this path almost five years ago, and why we continue to do what we do at a furious pace and with passionate hearts.

Whatever your involvement, big or small, thanks for supporting what we do and why we do it—here's to another year of learning, growth, struggle, impact, and building ahead.

John & Eric

## How Hire Bloom Creates Impact

We operate across two connected companies:

Hire Bloom, our flagship business, makes it easy for US companies to find and hire international team members for entry-level roles. We have a global talent pool of pre-vetted, English-speaking professionals that we embed directly into companies' teams to have full control over their management, training, and performance. This year we also rolled out our managed services model in our Nairobi, Kenya office, which enables us to manage scaled teams on behalf of our clients.

Springboard, our sister company, works with current BYU-Pathway students to prepare for long-term careers by giving them dignified remote-work opportunities and resume-building experience.

Together, Hire Bloom and Springboard help our global team members overcome some of the challenges of their local markets by bringing them into the online, global economy—benefiting them, their families, and their communities.

# The BYU-Pathway Difference

For both Hire Bloom and Springboard, we source the majority of our talent through BYU-Pathway Worldwide. Because these individuals have studied at a US-accredited, online university, they speak great English, know how to work with US companies, and are accustomed to remote work.

These BYU-Pathway students and graduates often live far away from traditional BPO hubs like Manila, Delhi, or Mumbai. This means that they don't take the opportunity to work for a US company for granted. They work harder and stay longer than traditional outsourced candidates—we see 86% retention on average.



Mamello, South Africa



Gazelem, Philippines



Candela, Argentina



Joaquin, Peru

## “Pathway to Hope”

Emmy-winning journalist, Jane Clayson Johnson, recently went to Africa to meet with BYU-Pathway students in her new documentary “Pathway to Hope.” Many of the students she spoke with work for Hire Bloom and Springboard. Their stories inspire and uplift us.



You can watch the documentary for free on [byutv.org](https://byutv.org) or through this QR code.

# Diana's Story

Diana Garcia, Colombia  
QA Analyst

"I had a company with my husband in the travel industry. Things were really good. We were really excited about everything and life was going in the direction that we always wanted.



But when the pandemic arrived, things started to change and we had to close the company. Then in 2022, my husband had a car accident and passed away. I had three kids at that point and my youngest was only one year old. It was really tough for our family to start again and rebuild our life. I decided to move back to my hometown to have more support from people around me.

I needed to find a new job because my income at the time was not enough to move to a new city and start my life over. A friend told me about Hire Bloom and now it's already been three years since I started working for my client. I have grown a lot in the company and received more opportunities and responsibilities. Now I even train the new hires we get on the team.

This job isn't something I take for granted. I think the fact that I learned English on my own without any lessons was God's blessing to prepare me to have all the tools that I needed for the future to face all the things that I needed to go through.



Being able to balance having three kids at home and to make enough money to support the family by myself is amazing. I'm super happy and grateful for this opportunity to have this job and grow in this company."



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Learn more about Diana's story by scanning the QR code.

# Our Global Impact

8,068

Jobs created to date

3x

Avg income growth

LATAM

63%

Team distribution

# Our Global Reach

3

Key regions

6

Continents

63

Countries

APAC

24%

Team distribution

AFRICA

13%

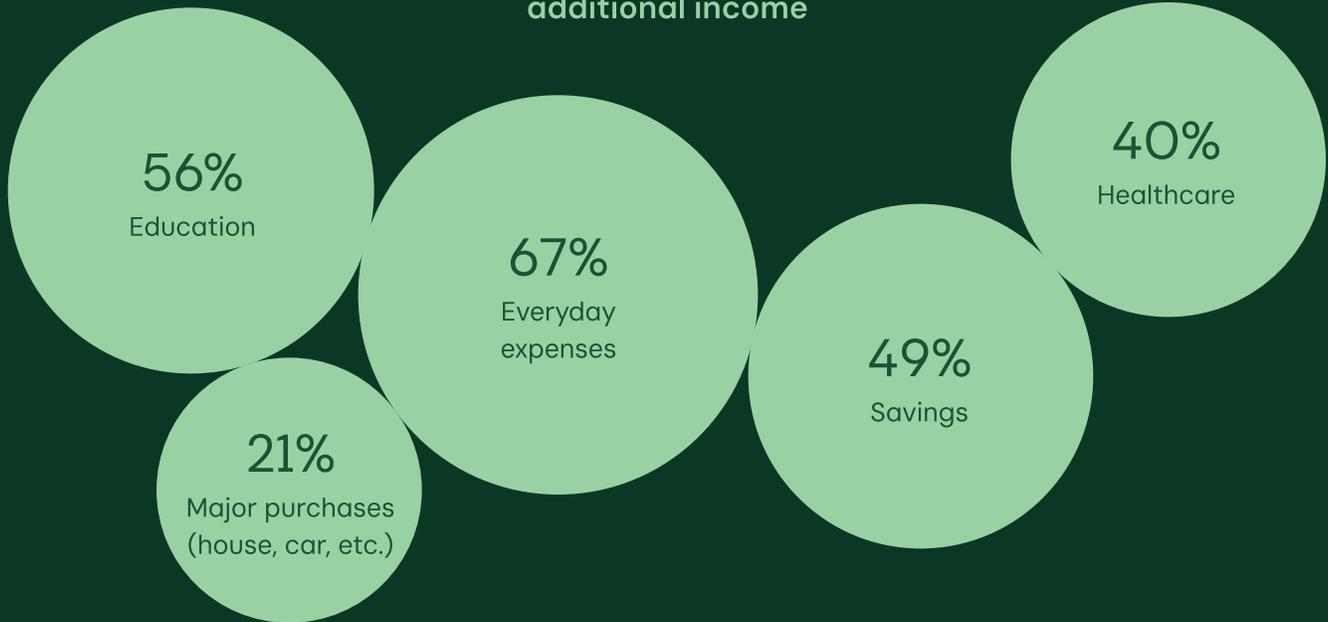
Team distribution

# Pay & Productivity

# 82%

Reported their financial situation has improved since starting at Hire Bloom

Here's where they're investing their additional income



# Job Security, Rights, & Representation

# 82%

Report they feel comfortable expressing concerns at work

"Hire Bloom gives me freedom. To make the kind of money I make here in my country, you have to be a C-level executive."

**Jolman Martinez, Colombia**

# 91%

Report they feel treated fairly and without discrimination at Hire Bloom/Springboard and the client company they work for

# Personal Well-Being

## 83%

Report their current work-life balance is good or excellent

"In my previous jobs, I had to commute for 2 and a half hours each way on a normal day. Now I have more time and I make enough to be able to financially take care of my grandpa."

**Katerine Angel, El Salvador**

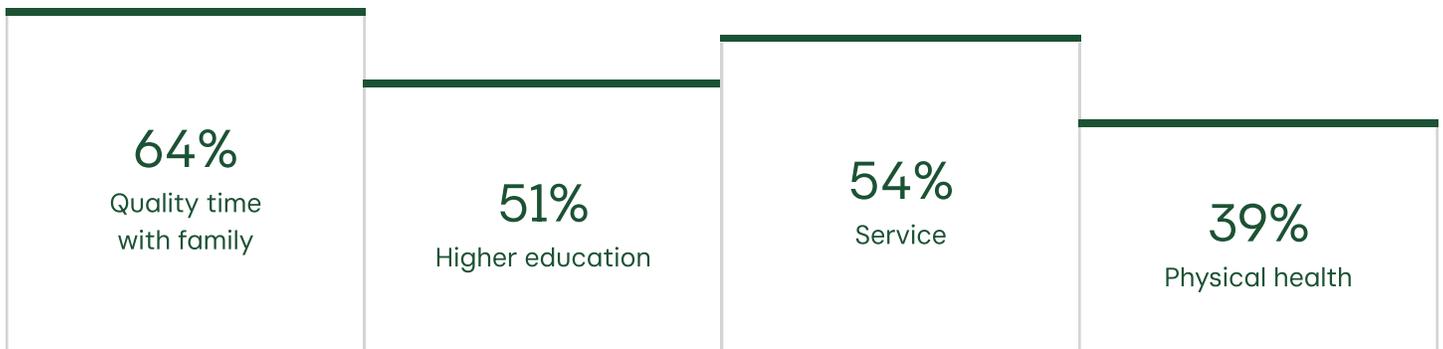
## 81%

Report their emotional well-being has improved since joining Hire Bloom

## 74%

Have more time outside of work compared to their previous job

### Here's where they're investing their additional time



Michael, Ghana



Paola, Colombia



Philip, South Africa



Aitana, Ecuador

# Skills & Development

“Through my Hire Bloom job I am now better off in Ghana than my family members who have immigrated to the United Kingdom.”

**Helena Akorley, Ghana**

## 95%

Report their current role has helped them develop new skills and/or improve existing ones

## 89%

Report they're satisfied with the training and professional development opportunities they've received

## 74%

Of our workforce is college-educated through a US-accredited university

# Motivation & Sense of Accomplishment

“My mother worked for years in low-paying jobs, but since I started at Hire Bloom, she no longer has to work. I was able to help her finally go to the dentist and catch up on her health as well.”

**Issa Torres, Honduras**

## 89%

Report they feel motivated in their current role

## 91%

Get a sense of accomplishment from the work they do

## 87%

Report their job provides them with opportunities to take on meaningful or impactful work

# Romario's Story



Romario Silva Nunes, Brazil  
Revenue Cycle Consultant

"Before this opportunity, I spent two years unemployed. It was hard. I felt like a burden most of the time because my wife was the only one working. I was teaching piano and guitar classes, but it was not enough. Back then, eating pizza on the weekends was fancy to us.

When Hire Bloom gave me this opportunity, everything started to change. We can do more things together as a family now. We can enjoy the weekends as a family.

Back in the day, when my son wanted a toy, I couldn't afford it. I couldn't afford many things for him. And nowadays, it's a possibility. If my wife wants to go out to a different restaurant, we can go. We have a lot more dignity, and I'm really grateful for that."



Learn more about Romario's story by scanning the QR code.

# Robert's Story



Roberto (Robert) Chavez, El Salvador  
Customer Support Manager

"I started as a customer service agent this year. Our team grew, which opened up a shift leader role. I was considered and gladly accepted. Later, my supervisor moved departments and I was asked to step up and train others.

With Hire Bloom, I have tripled my income. I am making significantly more than most people in my area. So for me, this job opened doors to invest, support my family members, and take care of things I couldn't before. I'm very blessed.

I love playing soccer in my free time. Where I live, some of the kids I play with don't even have shoes. So last weekend, I took five of them to the mall so they could each pick out a pair of shoes. It felt good, like I'm doing something. I don't have kids yet, but I know I'll be able to take care of them when the time comes."



Learn more about Robert's story by scanning the QR code.

# Client Impact

Hire Bloom aims to provide world-class service to its clients. Below is a snapshot of Hire Bloom's 2025 performance for its customers.

# \$21,734

Estimated annual cost savings per Hire Bloom team member\*

\*as compared to the Bureau of Labor Statistics

## SAVI

"We save close to \$20K-\$30K per Hire Bloom team member per year. We've just been blown away by the candidates that we're getting from Hire Bloom, and we want to hire more to help us grow."

**Dan Rock**  
VP of Operations



"Every time we talk about hiring we're gonna look to Hire Bloom."

**Stephen Wunder**  
Sales & Marketing Executive

# 2.7x

Better retention than the industry average

# 76

Hire Bloom's NPS score during 2025

## zerorez

"I have sat in on the training meetings with our Hire Bloom team members and the desire they have to succeed amazes me. They are not afraid to ask questions and are eager to learn. They want to do the work, and they want to do it well. It is infectious—and our other team members see that."

**Jeff Lewis**  
Operations Manager



# Client Spotlight

Remi

# 38

Hire Bloom team members

# 80%

Retention of Hire Bloom frontline team members

# 320+

Recruiting hours saved

“We're in a hyper-growth stage and holistically, we'd struggle to do it without being able to ask Hire Bloom to very reliably find candidates within days.”

**Dave Peterson**  
Chief Construction Officer

In 2025, roofing innovator Remi experienced nearly 50% quarter-over-quarter growth, creating pressure on operations as new roles and teams were added rapidly. To keep pace without overloading leadership or sacrificing quality, Remi needed a flexible, reliable way to scale—something they hadn't found with previous staffing partners.

Remi partnered with Hire Bloom and quickly scaled from a single placement to 38 team members across multiple teams, including quoting, QA, permitting, and compliance. Hire Bloom team members exceeded expectations so much that Remi restructured their organization to allow entire teams of Hire Bloom team members to handle all of the day-to-day operations so that leadership could focus on strategy and growth. The Hire Bloom team members were transforming the company, but these jobs were transforming their lives as well.

Pius Anebi from Abuja, Nigeria, was the first Hire Bloom team member to join the Remi team. He blew the Remi team away and was quickly given a promotion. This job quadrupled his income. Because of this, Pius was able to get married, welcome a daughter into the world, and support his extended family in meaningful ways, including renovating his mother's home and helping his sister pursue further education abroad.

# \$712K

Estimated annual cost savings for Remi

# Jennifer's Story



Jennifer Bieh, Nigeria  
Inside Sales

"One thing you should know is that when you're coming from a place that doesn't offer a lot of opportunities, you give your all to succeed in it.

My friend introduced me to Hire Bloom after I graduated from university in London. I honestly wasn't expecting anything when I applied. There were over 40 people who applied in my area, and I was the only one chosen. I couldn't believe it.

All my managers just loved my energy; I never took breaks. A management spot on my team opened up, so I applied. First of April, my manager called to tell me, 'Jennifer, you have been given the job.' I couldn't say anything. I was speechless. There were about 15 to 16 people who applied from within the company. I'd been there only seven months, and they gave it to me.

A lot of the people at my church and in my community would really benefit from remote jobs as well, but many of them can't afford laptops. With the financial resources from this job, I am able to help them financially to get laptops so they can get remote jobs as well. I'm also able to take care of my mom and contribute to my siblings. Honestly, you just do a whole lot of good when you have these resources."



Learn more about Jennifer's story by scanning the QR code.

# Julius's Story



Julius Musa Fornie, Sierra Leone  
Support Leader

"My wife is pregnant. The feeling of expecting a baby is one thing, and the feeling of knowing that you can actually take care of the baby is another thing. This job helped me to be more excited to have this baby.

I tease my wife that I need her to hurry up and have this baby. She just reminds me the baby is young and tells me to calm down.

But this is happening because of this job. I cannot be so bold as to tell my wife, 'you need to give birth fast,' if I don't have the money to take care of the child.

I feel like I am whole. Everything is all right because my family is doing pretty well. My wife and I are both in school and are able to pay for it. We eat every day. We are currently saving up money to build a house and take care of the baby. So the job is just kind of polishing everything and fixing every other aspect of my life."



Learn more about Julius's story by scanning the QR code.



Aira, Brazil



Stuart, South Africa



Guissell, Guatemala



Emmanuel, Nigeria

## Mariko's Story



Mariko Campos, The Philippines  
Customer Support Agent

"When I was still a teacher, I could barely pay my student loans and was unable to help with my mother's medication. She has a heart condition that requires a lot of medicine, checkups, and occasional surgery. At that time, I was just at my lowest and really couldn't provide anything for my mom.

When I started with my client through Hire Bloom, I was able to not only pay my student loans, but I was able to bring my mother to a private hospital and to a private doctor where they could pay more attention to her. Her health is now more stable, and I'm very happy about that.

As a celebration for my birthday last year, I was also able to give out food and necessities to indigenous communities near my city. I am hoping to do that this year as well!"



Learn more about Mariko's story by scanning the QR code.

## Ana's Story



Ana Vasquez, Bolivia  
Mentor Support Agent

"Our country is not going through its best moment right now. The dollar in the past was six pesos bolivianos, and now it's closer to 20.

When this inflation started, our family was struggling a bit to get food and to get everything that we needed to be able to live. Earning in dollars literally saves my family.

My brother and his wife recently had their second baby, and they were struggling with paying all the medical expenses. We were able to visit them and buy food for everyone. It helped them a lot.

Springboard changed my life drastically. I'm married and I'm looking to have kids. We have a house and we have land. If anything happens in our lives, we have savings."



Learn more about Ana's story by scanning the QR code.

Thank you for  
being a part of our  
global mission.