

Kimberly D. Adams

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Process Improvement | Operations Management | Project Management | HR | Sales & Marketing

Innovative Leader excited by creating organizational value through insightful relationship building, cross-functional process improvements, creative communications strategies, entrepreneurial leadership, and structured problem solving.

Lean Six Sigma Specialist for award winning continuous improvement projects delivered with zero defects and sustainable results under tight resource constraints.

Influencer and Coach to executive leaders with a proven ability to drive positive change; respected for poise, character, high quality, and passion for developing people.

Trailblazer and first woman Operational Excellence Master in the Coca-Cola System.

Community Advocate for women's health, homelessness, and leadership development.

"Kim's ability to communicate the value of continuous process improvements and her strategy of teaching them to fish has proven effective for the global organization." Group IT Director

"Kim's guidance greatly impacts our operating efficiency." Chief Marketing Officer

"Kim's ability to inspire step change and engage a diverse audience coupled with her genuine passion for people make her a valued leader." Chief People Officer

- ✓ Collaborative Leadership
- ✓ Global Project Management
- ✓ PMO Program Management
- ✓ End-to-End Process Improvement
- ✓ Strategic Planning
- ✓ Business Prioritization
- ✓ Metrics Analysis & Insights
- ✓ Change Management
- ✓ Global Communications
- ✓ Training & Development
- ✓ Cross-functional Facilitation
- ✓ Marketing Activation
- ✓ Non-profit Development

PROFESSIONAL EXPERTISE

COX AUTOMOTIVE, INC. Atlanta, GA

2016 - Present

(Industry leader of solutions, spanning the automotive ecosystem, that transform the way the world buys, sells and owns cars.)

Director, Business Process Management - Client Success

Responsible for creating a continuous process improvement program for the Client Success organization and deploying a strategy to support realization of strategic business goals. Accountable to implement solutions leading to increased customer satisfaction, higher revenue opportunities, and improved operational efficiencies through documenting, defining, recommending and implementing process improvements across the Cox Automotive enterprise as well as the universe of Client Success processes in a prioritized manner. Collaborate with cross-functional leaders to make business process management a core competency for Cox Automotive.

COX COMMUNICATIONS Atlanta, GA

2014 - 2016

(The third-largest cable provider in the nation with more than 6 million customers, 22k employees and \$10B in revenue.)

Director, Sales Process & Insights

Served as leader and authority on all Sales matters related to change management, process engineering, and business requirements gathering for driving standardization, sustainable solutions, and efficiencies across 6 Sales channels, national call centers, Sales Operations and cross-functional partners (e.g. IT, Shared Services, Supply Chain). Recruited and managed a national team of lean six sigma and project management experts to deliver more than \$6 million in value through sustainable Sales process improvements replicated throughout the enterprise.

Key Results:

- ✓ Stood up new process improvement organization, enabled lean six sigma capabilities for the national Sales function, and delivered quantifiable value to the business in less than a year through step change improvements.
- ✓ Led successful facilitation of end-to-end process definition and improvements for several enterprise processes in collaboration with Marketing Operations, HR, IT, Finance, Retention, and Customer Care organizations.
- ✓ Standardized national Sales process to achieve 100% compliance up from 40%, reduced defects to 0%, eliminated compliance risk for the company estimated at \$1.5 million, and improved company NPS.
- ✓ Co-facilitated enterprise Business Process Management (BPM) strategy and global deployment of BPM tool.
- ✓ Facilitated process design and deployment of cross-functional project management tool through requirements gathering, vendor selection, build, and change management activities and enabled PMO governance routines.
- ✓ Co-led national deployment of Cox Women's ERG programming and employee engagement strategies.

THE COCA-COLA COMPANY Atlanta, GA**2005 - 2014***(The world's largest beverage company with more than 700k associates in 200+ countries and \$48B net operating revenues.)****Operational Excellence Global Lead, Global People Function*****2010 – 2014**

Promoted to design and implement global strategy to build Operational Excellence capabilities, project management, and continuous process improvement capabilities required to support Coca-Cola's productivity objectives and deliver against Global People Function strategic imperatives in post-HR transformation operating environment. Inspired adoption of Operational Excellence initiative through global change management efforts and facilitating global training that included experiential learning activities for driving high engagement among leaders and individual contributors. Performed end-to-end process analysis to support fact-based decision-making and identify sustainable solutions to complex business issues. Managed global steering committee to ensure successful project delivery, monitor project plans, manage resources, identify potential risks and develop contingency plans.

Key Results:

- ✓ Led successful deployments of Operational Excellence for the Global People Function and HR Operations delivering \$16M of financial value, 25,000 hours in process efficiencies.
- ✓ Successfully managed a global virtual team of 20 people and engaged over 800 global HR associates in change.
- ✓ Enabled post-HR transformation global operating model by facilitating the stabilization of broken HR process through process improvements and reducing customer pain points by more than 50%.
- ✓ Awarded for designing and executing cross-functional engagement strategy for sharing successful practices among Coca-Cola System executives yielding more than \$1 billion in System-wide revenue and OPEX potential.
- ✓ Drove high employee engagement in diversity and inclusion as Employee Resource Group board member.

Marketing Project Manager, Coca-Cola North America Sparkling Beverages Division**2009 – 2010**

Led marketing activation and execution strategies for diverse brands, cross-functional events, organizational initiatives and community events. Embed company values in programming experience through effective communications and stakeholder engagement strategies that heightened awareness, increased knowledge, and ensured alignment to strategic business imperatives. Developed integrated marketing plans and flawlessly executed tactical processes with minimal risk and disruption to deliver best in class consumer experiences.

Key Results:

- ✓ Delivered inaugural teen Olympic Torch Relay program for flagship brand Coca-Cola and Sprite Step Off for multi-cultural college students; strengthened brand equity among critical target markets for both brands.
- ✓ Activated inaugural Olympic Torch Relay social media campaign resulting in 90+ unique stories containing 85% Coca-Cola mentions, 1,000+ YouTube visits, and more than 34 million on-line media impressions.

Project Manager, Global Compensation and Benefits**2005 – 2009**

Managed process improvements, planning and deployment of Compensation, Benefits, and Executive Compensation global projects to ensure successful delivery of results aligned to business objectives. Secured resources and executed project plans. Ensured process performance met defined service level agreements and adhered to overarching Company policies and industry best practices. Analyzed data and key performance indicators to track trends and monitored service for quality and value delivered.

Key Results:

- ✓ Documented current/future state process flows for Compensation and Benefits core global processes and conducted gap analysis to inform pre-HR transformation strategy.
- ✓ Championed implementation of cross-functional standard operating procedures for annual Proxy statement process resulting in 50% productivity improvements and reduced process defects.
- ✓ Deployed global change and communications strategy with zero defects and seamless customer experience.

Palmer & Cay Atlanta, GA - Employee Benefits Consulting**2004 – 2005***(Property and casualty insurance consulting and brokerage for mid-size to large clients with complex business needs.)****Marsh Inc. Atlanta, GA - Intern, International Risk Management, Benefits Consulting*****1999 – 2004***(A world leader in delivering risk and insurance brokerage services and solutions.)*

EDUCATION & PROFESSIONAL CERTIFICATIONS

- 2012 Operational Excellence Master Certification (Lean Six Sigma Master Black Belt equivalent)
- 2003 Master of Business Administration, Georgia State University
- 1999 Bachelor of Business Administration in Finance, University of Georgia (graduated cum laude and with honors)
- 1998 International Business Management and Marketing Honors Program, Italy
- 1996 INROADS Intern
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COMMUNITY & PROFESSIONAL AFFILIATIONS & HONORS

- The White Dress Project Vice Chair, Board of Directors
- Leadership Buckhead Class of 2015
- Secretary of State Outstanding Georgia Citizen 2015 Honoree
- Georgia Trend 40 Under 40 2014 Honoree
- Hosea Williams Feed the Hungry and Homeless Past Chair, Board of Directors
- Atlanta Regional Commission Regional Leadership Institute Class of 2014
- 2014 *Who's Who in Black Atlanta Emerging Leader* Honoree
- Outstanding Atlanta Class of 2013, Board Member
- 2012 Coca-Cola Woman of Achievement Honoree
- LEAD Atlanta (a Leadership Atlanta initiative) Class of 2008
- Delta Sigma Theta Sorority, Incorporated