

## Marcia Adams



### Skills Profile

- Well-rounded background in finance, agency operations and organizational structure.
- Excellent experience in developing and implementing operational plans to improve agency processes and accountability.
- Skilled in developing agency budgets and strategic plans.

### Work History

- 2003-2005     **Executive Director, Department of Motor Vehicles**
- Appointed Director Designate by Governor Mark Sanford on June 5, 2003.
  - Directs and oversees activities of state agency employing 1,100 employees.
  - Develops agency policies to ensure accuracy and compliance with South Carolina law.
  - Develops procedures for statewide customer base.
- 1999-2003     **Principal Administrator, Department of Public Safety, DMV**
- Responsible for the day-to-day management of the Division of Motor Vehicles.
  - Coordinates and leads the division's management team in problem resolution and to ensure programs reflect the agency's goals.
  - Coordinates the division's communications and introduces innovative industry practices to the organization.
  - Represents the division in various public and government forums.
- 1998-1999     **Accounting Manager, Governor's Office**
- Manages accounting and budget processes for division's federal block and formula grants, as well as, interaction with community action agencies.
  - Coordinates with program managers to ensure all program requirements have been fulfilled.
- 1996-1998     **Special Projects Manager, Department of Parks, Recreation and Tourism**
- Manages implementation of new Oracle financial software including development of project milestones, project plan, budget and system modifications.

- Develops and implements overall process improvements by identifying and modifying office work flow and processes.

- 1987-1996 **Budget Manager, Department of Parks, Recreation and Tourism**
- Prepares and administers the agency's budget to include financial reporting, compliance with funding priorities and recommendations for alternate funding sources.
  - Performs financial analyses and maintains agency's fixed assets, permanent improvements and GAAP compliance.

## **Education**

- 1989-1990 Master of Arts in Business, Webster University, Columbia, South Carolina
- 1983-1987 Bachelor of Science, Financial Management, Clemson University, Clemson, South Carolina

## **Accomplishments**

- Implemented customer service initiatives such as online transactions, regional Saturday service, acceptance of debit and credit cards, and greeters in high activity branch offices.
- Implemented the Automobile Liability Insurance Reporting (ALIR) system to allow insurance companies to submit insurance policy changes to DMV electronically to reduce the number of uninsured motorists that go undetected.
- Instituted a Third Party Testing Program for DMV and the Department of Education to administer the knowledge test for a South Carolina beginner's permit to students in high schools.
- Implemented the Electronic Vehicle Registration (EVR), which allows dealerships and salvage companies to register vehicles electronically through the computer system.
- Improved the average DMV office wait times from 66 minutes to 15 minutes.
- Began a DMV-County pilot program with five county treasurer offices to issue decals and registrations at the county offices at the time of property tax payment and renewal registration.
- Redeveloped the current organization structure and amended business processes to include a greater emphasis on improved customer service.
- Assisted with the development and implementation of Project Phoenix. Redistributed work loads during and after rollout to improve the conversion process.
- Developed operational plans, such as office extended hours, backlog reductions and staffing to improve division processes and customer service.

- Managed DMV finances through sustained budget reductions by working with the agency to reduce DMV expenses through such programs as retirement incentives and reduction-in-force plans.
- Improved agency cost effectiveness and saved \$2.2 million in FY 04 through small reductions in force and by using in-house technology support. Using fees generated by more efficient processes such as the Automated Liability Insurance Reporting (ALIR) system, the agency has been able to return \$6 million to the general fund in the 2006 budget proposal.
- Chosen to attend the South Carolina Executive Institute in 2002-2003.
- Recipient of the 2000 Division of Motor Vehicles Employee of the Year award and the 2002 Department of Public Safety's Director's award.

## **Personal Information**

- Born in Beaufort, S.C. on May 24, 1965. Parents are M.Y. and Mabel Smith. Father is deceased, and mother still resides in Beaufort.
- Graduated from Beaufort Academy in 1983 and Clemson University in 1987.
- Married Bob Adams, formerly of Kershaw, SC, in May 1988. Bob is a manager-projects/program with Computer Sciences Corporation (CSC) in Blythewood.
- We reside in Irmo with our 2 children: Alex, 13, who is an 8<sup>th</sup> grader at Dutch Fork Middle School; Nicholas, 9, who is a 3<sup>rd</sup> grader at Dutch Fork Elementary.