

# KARA D. CLARK, CSSBB

## ADDRESS

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## OBJECTIVE

Achievement-oriented professional experienced in process improvement, project management, as well as finance and compliance auditing. I have a strong desire to leverage these skills to broaden my experience while increasing my contribution to organizational goals. I have the ability to manage multiple work streams simultaneously while maintaining a high degree of accuracy and attention to detail. Possess excellent oral and written communication skills with a strong leadership foundation. I am a results driven individual that has a strong drive and passion around doing what's right for the organization.

## EXPERIENCE

### • Kum & Go, LC – W. Des Moines, IA

Continuous Improvement Sr. Consultant, February 2015 to present

#### Responsibilities:

- Manage Process Improvement Initiatives
  - Lead strategic, enterprise wide process improvement initiatives, utilizing business process management, lean, and six sigma methodologies.
  - Perform assessments utilizing analytical skills to understand process improvement opportunities
  - Prepare value stream maps and detailed process maps of critical processes throughout the business
  - Labor Optimization – labor standard creation, partner with Operations to develop labor budget, management of labor standards
  - Store complexity – focus on reducing store complexity in our 400+ stores
  - Partner with operations on reducing store complexity and development of labor standards
- Consulting
  - Consult with green belts on green belt projects
  - Facilitate problem solving sessions by utilizing various DMAIC tools
  - Consult with business units on various initiatives to provide insight into process improvement and reduction of store complexity
  - Proactively builds relationships and influences others
- Training
  - Conduct Lean overview training
  - Conduct problem solving training

#### Other Activities

- Co-Chair of the Women's Network at Kum & Go (founded in 2014)
- Chair of the United Way committee in 2015

### • Kum & Go, LC – W. Des Moines, IA

QPI Project Manager, January 2013 to February 2015

#### Responsibilities:

- Manage projects/initiatives corporate wide
  - Manage multiple projects for Kum & Go that are medium to large in scope. Projects include IBM budgeting software, Store Remodels, Time clock/Scheduler, and Store Divests.
  - Prioritize projects based on the largest impact to the organization
  - Provide management with project updates, feedback, and reporting.
  - Proactively builds relationships and influences others
- Manage Process Improvement Initiatives
  - Lead strategic, enterprise wide process improvement initiatives, utilizing business process management, lean, and six sigma methodologies.
  - Perform assessments utilizing analytical skills to understand process improvement opportunities
  - Prepare value stream maps and detailed process maps of critical processes throughout the business
  - Conduct Lean overview training

#### Other Activities

- Attended Dale Carnegie training Summer '13
- Member of the United Way committee in 2014
- Co-Chair of the Women's Network at Kum & Go (founded in 2014)

- **Wells Fargo Consumer Lending Servicing Data Analytics Team – W. Des Moines, IA**  
Implementation Consultant IV, January 2012 to January 2013

Responsibilities:

- Manage projects/initiatives for SDA
  - Manage multiple projects/initiatives for SDA that are medium to large in scope.
  - Projects/Initiatives include – Compliance, Performing Servicing business lines, Default business lines, and change controls.
  - Responsible for the implementation of all work efforts which includes managing a project plan, obtaining requirements, coordinating UAT, and monitoring changes made.
  - Demonstrate effective influencing and negotiation skills with Senior Management.
  - Develop implementation of communication strategies.
  - Define reporting needs/outputs.
  - Provide weekly status updates on all projects

- **Wells Fargo – Operational Excellence Team, Des Moines, IA**  
Business Process Analyst III, October 2009 to December 2011

Responsibilities:

- Manage process improvement work efforts and training
  - Responsible for facilitating wing-to-wing process analysis, identifying procedural and control deficiencies and recommending and implementing solutions according to the LEAN methodology.
  - Develop and lead process re-design or improvement initiatives, guiding teams across the business. Has process expertise for multiple business groups and can provide analysis to the most complex and volatile business lines. Business lines include Fulfillment, Auto Finance (Sales, Underwriting, and Fulfillment), HR, and Fraud with overall savings of over \$2M.
  - Responsible for the implementation of three large system releases for Auto Finance.
  - Utilize Six Sigma DMAIC tool to assist with all process improvement initiatives. Define the problem and goal, measure baseline performance data, analyze the process, improve the process by implementing changes, and create a controlled environment to sustain the improvements made.
  - Responsible for the implementation of all work efforts (included as pilot and non-pilot) which includes managing an action log, coordinating UAT, and monitoring changes made.
  - Provide statistical, financial, and analytical data results to senior leadership at the completion of each initiative/project.
  - Facilitate LEAN boot camps, LEAN overview training, and run all LEAN events while working with executives to determine their strategy and work efforts.

Other Activities/Certifications:

- LEAN practitioner
- Familiar with Six Sigma methodology

- **Wells Fargo Financial Enterprise Project Management Office, Des Moines, IA**  
Implementation Consultant III, October 2007 to October 2009

Responsibilities:

- Manage Projects
  - Manage multiple projects for WFF Finance departments that are medium to large in scope. Departments include Controllers, Financial Planning and Analysis, Treasury, and Accounting.
  - Projects include major system changes from one servicing system of record to another.
  - Facilitate Finance Roundtable meetings to Finance management.
  - Provide accurate and timely communication between projects.
    - Facilitate meetings between business lines and within project team.
    - Create project plans and manage to a realistic timeline, allowing the projects to be completed on time, and within budget.
    - Ensure business requirements are documented.
    - Coordinate user acceptance testing (UAT)
- Demonstrate effective influencing and negotiation skills with Senior Management.

Other Activities/Certifications:

- Finance Women Forward Volunteer Committee Member
- Wells Fargo Financial United Way Committee Cabinet Member

- **Wells Fargo Financial Compliance Department, Des Moines, IA**  
Quality Assurance Analyst III, July 2004 to October 2007

Responsibilities:

- Identified issues resulting from internal and/or external compliance examinations.

- Worked with business units to develop, implement, and monitor new or enhanced risk-based processes to ensure compliance with regulatory requirements and company policy.
- Evaluated the cost of implementing new processes into the business lines.
- Worked with business units to resolve issues and implement resulting action plans to address deficiencies.

- **Cahaba Government Benefit Administrators, Des Moines, IA**

Senior Auditor, May 2001 to June 2004

Responsibilities:

- Analyzed and audited Medicare cost reports for complex hospitals in accordance with the Government Auditing Standards and the CMS guidelines.
- Analyzed financial statements, income statements, and tax returns
- Managed, on average, 12 audits at one time.

## EDUCATION

- **Drake University, Des Moines, IA**

Masters in Business Administration, May 2004

- **University of Northern Iowa, Cedar Falls, IA**

Accounting Bachelor of Science Degree, May 2001

Finance Minor, May 2001

## CERTIFICATIONS

ASQ Certified Six Sigma Black Belt, March 2015

## COMPUTER SKILLS

Experienced with Microsoft Project, Excel, SPCXL, Power Point, Visio, Word, and Minitab

*References Available upon Request*