

KIM ELLIS GOKCE, MBA

678.361.4200 • kimgokce@gmail.com • Atlanta, GA • [Website](#)

Influential, visionary leader with a passion for transformative change that brings organizations to the cutting edge in their industries and supports continuous growth. Passionate coach committed to developing high caliber teams that engage in Agile best practices, embrace and champion change, and drive competitive positioning. Highly skilled at partnering with both technical and operational teams to leverage emerging technology solutions and navigate digital transformation as a result of ever-evolving market conditions, workplace requirements, and business objectives. Dedicated to enabling and empowering creative risk-taking while establishing accountability measures to ensure mistakes and failures are treated as learning opportunities and projects remain on track for on-time and on-budget delivery. Multilingual in English, French, and Spanish with expertise collaborating on a global scale and aligning cultural differences under one cohesive brand vision.

AREAS OF EXPERTISE

Business Transformation & Innovation | Agile Methodology & Principles | Design Thinking | Digital Transformation | Change Management | Capabilities Assessment & Strategy | Product Ownership | User/Customer Journey Mapping | Project-to-Product paradigm | C-Suite Consulting | Training & Development Programs | Workplace Culture & Vision Planning | Leadership | Global Operations Models | Emerging & Disruptive Technology | Project Management | Dashboard & Metrics Creation | Operational Alignment | Evidence-Based Solutions | Accelerated Decision-Making | Risk Assessments & Mitigation | Employee Engagement & Empowerment

PROFESSIONAL EXPERIENCE

THE COCA-COLA COMPANY, Atlanta, GA

10/2014–11/2020

Senior Director of Capabilities (1/2019–Present)

Direct buildout, development, and scalability strategy for enterprise-wide Agile coaching program, as well as develop strategy for capabilities within IT and Integrated Services divisions. Collaborate with C-suite executives and other business unit leaders on guiding business transformation, Agile change initiatives, and digital transformation throughout the organization. Establish systems and processes that align Coca-Cola corporate vision, core values, and business objectives with capacity and Agile thinking to support accelerated and data-driven decision-making from leadership. Transform internal communications methods, learning and development frameworks, and leadership models to improve buy-in and establish passion and enthusiasm for change. Monitor risks and opportunities to drive recommendations. Develop business use cases and user and skills story mapping. Manage six direct reports and oversee performance for global team of twelve.

- Led initiative to orchestrate and scale operational processes across multiple global delivery centers (Mexico City, Sofia, and Singapore), leveraging Agile methodology to establish best practices and gain buy-in from teams.
- Positioned organization to navigate COVID-19 pandemic effectively due to capabilities already in place for quick and responsive digital transformation as relationships and operations moved to the virtual space.
- Partnered with leadership on optimizing global B2B ecommerce program from planning and implementing scaled Agile practices to maximizing client experience for core accounts, such as Amazon and Walmart.
- Shaped and refined training programs and established enterprise-wide culture that empowered growth.
 - Planned and executed Coca-Cola's first-ever Agile conference that enabled partnerships between innovation teams and encouraged conversations and ideas sharing across functions, sites, and divisions.
 - Introduced Bottler training model to engage global bottlers in Agile mindset and partnered with interpreters to deliver live content while ensuring alignment with Coca-Cola systems and messaging.
 - Coached executives, middle managers, and other team leaders in communicating across organizational levels and translating vision and strategy into valuable, applicable actions for all employees.
 - Acted as Agile spokesperson and Subject Matter Expert (SME) throughout organization, developing vlogs and blogs, wikis, position papers, coaching artifacts, and training sessions on Agile principles.
 - Guided facilities in creating collaboration and innovation spaces that would support vision of C-suite.
- Delivered more than \$1 million in cost savings for Latin American Group through process improvement projects.
- Championed design thinking models, enabling innovation and enhancing talent ecosystem.

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THE COCA-COLA COMPANY, Atlanta, GA (*Continued*)

10/2014–Present

Director: Agile Center of Excellence (10/2017–12/2018)

Oversaw strategic planning, program development and program management, team building, and project management for Agile Center of Excellence. Introduced processes to support scalability and operational alignment of all projects and programs. Led competitive analysis and due diligence across functions, including Security and Legal. Defined metrics and implemented tools to track data trends, monitor health of project portfolio, and identify risks and opportunities for organization. Collaborated with technical and nontechnical teams on defining priorities and monitoring milestones across projects. Generated reports for leadership and made recommendations for improvement. Partnered with Operations to negotiate and administer Master Service Agreements.

- Spearheaded concept, development, and launch of The Dojo, a global incubator and learning center supporting Agile principles, business transformation, and IT innovation.
- Cultivated Agile Community of Practice in 2018, which is still averaging 150-300 participants for monthly events and organically grew to be largest group of its kind in the company.
- Recruited, trained, and developed team of 40 across organizational levels, establishing culture of accountability while empowering growth, creativity, and innovation among staff.
- Selected to guide IT Agile/DevOps Transformation Pilot team and acted as Agile Coach for transitioning teams.

Director of Application Development (6/2015–10/2017)

Led team building, workplace culture initiatives, and process improvements for Application Development division. Monitored SDLC across division and ensured alignment with company protocols, brand standards, SDLC best practices, and Agile principles. Oversaw solutions delivery for bottlers throughout Coca-Cola system and tracked customer success. Identified cost controls and cost savings opportunities, delivering more than \$16 million in savings during tenure.

- Built processes, workflow, and KPIs for Marketing Technology division to modernize digital content management platform delivery for brand and campaign sites.
- Coached company and vendor scrum teams to accelerate value delivery of new Marketing Technology solutions.
- Designed Agile Maturity Assessment Process to streamline and standardize continuous improvement efforts and created consistent messaging for all organizational level change initiatives.

Agile Practice Lead (10/2014–6/2015)

Drove adoption of Agile initiative in collaboration with Chief Delivery Officer, including coaching and training delivery teams to ensure consistency across implementation projects. Defined internal best practices and solution delivery procedures.

- Empowered and enabled Coca-Cola team to deliver on innovation goals, which resulted in team being named finalist for SoftwareAG's Customer Innovation Award in the Cloud category.
- Participated in selection and rollout of new global Agile application lifecycle management (ALM) platform for company, as well as facilitated training for more than 250 end users throughout the enterprise.

COCA-COLA REFRESHMENTS, Atlanta, GA

8/2013–9/2014

Senior Agile Execution Manager

Guided integration and rollout of Agile practices throughout the enterprise for largest Coca-Cola bottler in the US. Mentored technical leaders and project managers in building an Agile culture and facilitating collaboration across teams. Championed Agile methodology to lead custom application development programs. Partnered with technical teams on identifying key solutions to improve processes, increase mobility, and support digital transformation across functions.

- Served as company representative for Coca-Cola's Center of Excellence for Agile Practice, aligning internal operations with Coca-Cola standards and Agile methodology while retaining unique company protocols.
- Collaborated with Subway executive team on delivering innovative solutions as part of internal warehouse optimization initiative.
- Contributed to bootstrapping of company's first internally managed mobile application development team.

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AT&T, Atlanta, GA

8/2010–8/2013

Technical Project Manager

Developed and coached Strategic Product Innovation team, guiding technical projects through full lifecycle and advocating for customer requirements with all stakeholders. Oversaw rollout of iPaaS program responsible for creation of scalable cloud solutions to support AT&T organizational objectives.

- Led precedent-setting application team that established continuous integration and delivery (CI/CD) practices, which resulted in enablement of first abstraction of AT&T network services via APIs.
- Played key role in integrating Agile methodology and principles throughout the enterprise.
- Delivered key infrastructure and processes to support [launch of AT&T Foundry innovation sites](#) to drive expansion of emerging value-added solutions.

Note: Additional experience as President of Excognito, Inc., earning President's Bronze Medal from President of BellSouth.

EDUCATION & CREDENTIALS

Master of Business Administration, International Business (Minor in Statistics)

University of Hartford–West Hartford, CT

Served as Class President for Cohort Representing Students across 50+ Nationalities and Cultural Backgrounds

Bachelor of Arts, Interdisciplinary Studies (Commercial Romance Languages & Decision Sciences)

Georgia State University–Atlanta, GA

Credentials

Project Management Professional (PMP) Certification, Project Management Institute (PMI)

Certified SAFe Agilist, Scaled Agile

ICAgile Certified Professional in Agile Coaching (ICP-ACC), ICAgile

Certified Scrum Professional (CSP), Product Owner (CSPO), & Certified Scrum Master (CSM), Scrum Alliance

Professional Scrum Master (PSM-I), Scrum.org

Human Centered Design Practitioner, Luma Institute

Team Kanban Practitioner (TKP), Kanban University

Professional Development

Harvard Business School Executive Education

Coca-Cola SUMMIT Leadership Program

COMMUNITY LEADERSHIP & ENGAGEMENT

Former Governor-Appointed Commissioner–State of Georgia/Governor's Commission on City of Brookhaven

Community Hero Award Winner (Advocate of Public Education Equity)–DeKalb County CEO

Olga C. de Goizueta Pacesetter Award Winner (Servant Leader in Latino Community)–Latin American Association