



STATE OF NEW MEXICO
Taxation and Revenue Department
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DIVISIONS

Office of the Secretary
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Administrative Services
(505) 827-0369
Audit and Compliance
(505) 827-0900
Motor Vehicle
(505) 827-2296
Property Tax
(505) 827-0870
Revenue Processing
(505) 827-0800
Tax Fraud Investigations
(505) 841-6544

Susana Martinez
Governor
Demesia Padilla, CPA
Cabinet Secretary

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Mark Williams, a Strategic Planning & Management Expert, Picked to Lead New Mexico Motor Vehicle Division

SANTA FE – State Taxation and Revenue Department Secretary Demesia Padilla today announced the appointment of a seasoned strategic planner and management expert to head the Motor Vehicle Division. Mark Williams was named the new Director for the Motor Vehicle Division.

“Mark has extensive strategic planning and management experience both in the private and public sectors, especially in the areas of organizational change and customer service,” said Secretary Padilla. “He will be a great asset to our team in bringing positive change to Motor Vehicle Division by improving customer service and overall operational efficiencies.”

“Governor Martinez and Secretary Padilla envision a Motor Vehicle Division that is highly-responsive to customer needs, and that makes it easy to deal with licenses and registrations - every customer, every transaction,” Williams said. “I'm sure that that vision is shared by all New Mexicans, and I'm looking forward to working with the professionals at MVD in addressing our opportunities for improvement, leveraging our strengths, and making that vision reality.”

Williams has been managing process development, strategic planning and communications at the New Mexico Public School Facilities Authority for the past eight years. Williams created the Authority's communications department, developed its collective strategic planning process, and helped align its long term planning with daily operations. The Authority won Quality New Mexico Roadrunner recognition in 2010, New Mexico's second highest management excellence award, with its strategic planning and execution processes highlighted as the Authority's "most significant strength/best practice."

Williams began his career in corporate finance in New York, worked in international marketing at American Express, founded a management consulting practice with operations in Latin America and Asia, and served as CEO of software development and movie production companies in Miami, Florida; San Juan, Puerto Rico; Caracas, Venezuela; and New York.

Williams holds an MBA in Finance from Cornell University, and BA and MA degrees in Economics and Creative Writing from Northwestern. He is also certified in a variety of organizational improvement tools, including ISO 9000, LEAN (the Toyota management system) and Six Sigma (a process improvement system developed at GE and Motorola).

Williams will start work at MVD on Monday, June 11, 2012.