



SUMMER 2023

THIS ISSUE

STELLANTIS	2
CENTRAL ARKANSAS AA	3
TOYOTA INNOVATION AWARD	3
NEW EMPLOYEES	4

Serving Up Engagement

By Shannon Meadows and Beverly Heslin

Regrouping after the pandemic, our hybrid work schedule is designed to make the most of in-person meetings and enjoying each other's company. Once a month, each of our 6 teams rotate an employee engagement activity and lunch. So far this year, we've participated in a self-discovery exercise, played games, shared our journeys and stories, and enjoyed lunches from our favorite local eateries.

Getting to Know You

AutoIMS got to know some different sides of our Client Support Team. Employees were tasked



to guess the writer's identities of "2 Truths" by assigning a team member to various statements. Example: "I learned to play a Russian March on the piano just to annoy someone in my class" and "Was on the evening news". Everyone then enjoyed a grand Mexican lunch.

Turning Strengths into Revelations

In preparation for lunch, Contracts, Billing and Compliance Team tasked the company to fill out a CliftonStrengths assessment. These results are



built to maximize employee potential at work and everywhere else. Clifton's Amatoga Jeremie got us up to speed on interpreting 34 CliftonStrengths with a variety of exercises. These strengths are grouped into four categories: Executing, Influencing, Relationship Building and Strategic Thinking. Employees gathered in the dominant group where their talents lie. This new perspective on who was in the Strategic Thinking group and who wasn't, how many comprised the Influencing group (not many), granted insight into our company. If that wasn't enough, Amatoga collected individual data and amassed it into a company profile and then presented an amalgamation of AutoIMS talents. This data revealed AutoIMS strengths, possible blind spots, and eye-opening revelations.

Human Bingo

This version of Bingo is a game that encourages players to talk to each other and learn fun facts about colleagues. The game's cards contain prompts such as "does Yoga" and "has been asked to leave a bar." The purpose of the game is to loosen the group up and get team members more comfortable with each other. Presented by the

Continued on following page



Left Right Center

The Client Success Team hosted games of Left Right Center (a dice game). When a player ran out of chips, they got one more



chance to continue playing the game by sharing a success story from their life. Success stories ranged from successes in childhood, cooking, athletics, family, school and work. Winners from each of the 5 tables received a gift card. We welcomed new employees, were joined by Tammy Swafford, from Ameri-

SysAdmin Team, James called the clues until finally there was a “Bingo!” quickly followed by another “Bingo!”. With a broader understanding about how truly interesting our co-worker are, we all enjoy a smorgasbord of pizza options.



The weekly IT Stand-up meeting

ca’s Auto Auction and heard an optimistic farewell message from Joe Miller. Venkat shared our “Innovation Award” recently given by Toyota Financial Services. We enjoyed a Thai food lunch.

Our strategic mission of 2023 is the word “SET” which stands for Success, Engagement, and Training. Our goal is to make AutoIMS a positive, inclusive, well-educated, and supportive workplace for everyone to thrive and succeed.



Stellantis Cultivates Change in Captive Finance

By Shannon Meadows

When we asked Armando Zavala, Director of Remarketing Product Development, about his company and their definition of success, he replied, “Stellantis Financial Services (SFS), is a leading global automaker and mobility provider, wholly owned by Stellantis. We offer new and used auto financing for Stellantis’ premier automotive brands in the United States – Chrysler, Dodge, Jeep®, Ram, Mopar, SRT, FIAT®, and ALFA ROMEO, and our top priority is delivering a first-rate finance experience that helps everyone flourish through mobility.”

At SFS, Armando’s role within the Remarketing team, which he joined in February of this year, focuses on three key elements, process improvement, operational transformation, and strategic initiatives, with all these three elements playing a crucial role in setting a solid foundation to execute current state processes and preparing the team for the growth ahead. “I help my department to take a step back, understand how we do things today and assess whether our current execution is scalable for what is coming – growth!, and based on these assessments make tactical and strategic decisions on changes that we need to execute to be in the best position to fulfill our vision to truly build the captive finance company of the future...not the past,” says Armando.

Originally from Mexico City, Armando worked at another

captive finance organization for 9 years in multiple roles and countries. He started his career in international operations and spent the past 4 years working in Corporate Strategy, with a focus on Product Development and Product Management. “I am very thankful for the learnings, the growth and the people that I met while working at my previous employer, however I’m now focused and excited for this next chapter, a once in a lifetime opportunity to help build the captive of the future here at Stellantis Financial Services.”

Some favorite aspects of the work Armando does for Stellantis include, “having the opportunity to work with an amazing group of people that have a true ‘team mentality’ and collaborating with great leaders who are open to new ideas. We are building a captive finance company that is innovative and ultimately better for everyone. Everything we do is designed to empower our customers with financing tools that meet their needs today and in the future.”

After work, Armando enjoys time with his wife and beautiful two-year old baby girl. He is an avid runner and participates in local and national races.

Interested in joining a rapidly growing team? Stellantis Financial Services is looking for people who embrace creativity and change. Go to Stellantis-fs.com/Careers to learn more.

The Toyota Innovation Award

AutoIMS has earned “The Innovation Award” from Toyota Financial Services. “We are beaming with pride over this recognition of our commitment to innovation in the automotive industry. This award highlights our dedication to developing cutting-edge solutions for our clients,” says Venkat Krishnamoorthy, AutoIMS CEO. “We want to extend a heartfelt thank you to Toyota Financial Services for this honor and for their continued partnership. We couldn’t have achieved this without the hard work and dedication of our amazing team at AutoIMS.”



This award is a testament to the AutoIMS culture of innovation, collaboration, and customer-centricity. Committed to providing industry-leading solutions, AutoIMS drives progress in the automotive remarketing space. Stay tuned as we continue to push the envelope, develop new technologies, and deliver exceptional value to our clients.

AutoIMS Offers Educational Sessions at IARA



Members of the AutoIMS team will have dedicated time to visit with clients and provide personalized training at the upcoming IARA event in Chicago. On Wednesday August 23rd, from 10:00am – Noon, we will be setting 15-minute appointments (invite is coming soon), for our business partners to join us in our designated training room. We can also walk you through our recently released AutoIMS Learning Institute (ALI) – an online training platform available at no charge to all members. We can even set you up with immediate access. See you in the windy city!

Automotive Roots Run Deep at Central Arkansas AA

By Shannon Meadows

What inspires a great auto auction? Having a “hands-on” car guy at the helm certainly doesn’t hurt. Central Arkansas Auto Auction is driven by the motivation of Cole Hooten. Founded by his grandfather, Father and Uncle, Cole is now a third generation Owner/Operator. So, what does he do? “What don’t I do? I help with hiring, training, outside sales, business development, inspections/arbitration decisions, customer service, auction line up, customer acquisitions and anything else that needs to be done,” says Cole. His business manager (and wife) Brooke Hooten is doing much of the same, right alongside.

Every Wednesday morning, CAAA offers dealers 5 lanes of auction excitement. Located 25 miles north of Little Rock, east of the Ozarks and west of the Mississippi delta, the auction is known for its excellent customer service, attention to detail, and communication. Vehicles on the block include franchise dealer trades, commercial and bank vehicles, power sports, medium duty trucks, light equipment, and inoperable vehicles. To meet dealer inventory needs, CAAA has expanded its sales reach with OVE, Smart Auction and Online Ringman. Their digital lane consigns and sells premium front line vehicles not physically present at the auction.

The strategy at CAAA is happy employees, satisfied customers, and a plan for growth. Cole’s approach is to encourage, educate, and motivate auction employees. Customer retention is top of mind for the auction, as is ensuring everyone’s experience at the auction is a good one. “The real challenge



with customers is keeping them engaged week after week, auction after auction,” says Cole. “It requires a genuine and authentic relationship between us and our customers. We develop and cultivate one-on-one relationships, over time, with humility, honesty, and respect.” The auction’s pathway for growth utilizes tenacity and forward-thinking tactics.

During the week, the Hooten’s are all business, but on the weekends, good luck finding them! “Brooke, our two boys, and I love to go off roading, camping, hiking, hunting, and fishing. We also like to hang around the local airport and try to squeeze in some flying. We love our church, our families, and our little house in the woods,” says Cole.

Heading to Arkansas? Drop by or find them on the web at caaa.com.

Auto Auction Services Corp.
50 Glenlake Parkway, Ste. 400
Atlanta, GA 30328
888-683-2272

PRSRT STD
U.S. POSTAGE
PAID
PERMIT 96
KENNESAW, GA



Send newsletter recipient changes to Kellee at kwatson@autoims.com.

Meet Our New Employees

By Shannon Meadows



Daelen Lowry

Client Support
Specialist

Before joining AutoIMS, Daelen was employed by a nonprofit organization where she worked on their donor database.

Daelen has dedicated much of her life to learning. She has two degrees from Southern New Hampshire University (Marketing and Psychology). Still driven for more education, she's currently taking a break from seeking a Masters in Mental Health Counseling while she learns the ropes at AutoIMS.

Daelen grew up around the car industry. Her father began working on the insurance side but spent the last 16 years working as an auto body estimator for both independent and dealership body shops. Since joining AutoIMS, Daelen has learned a lot about the business of auctions. "I think the most important thing I have learned is that there are still companies out there who genuinely care about their employees as people and that has been wonderful to experience," says Daelen.



Bo Boshell

Sr. Director
Client Success

Bo comes to AutoIMS after spending the last 18 years at DataScan. In 2005, he joined DataScan as a floorplan auditor, then went on to hold various positions with elevated responsibilities, including managing client success and operations.

When asked about his first impressions of AutoIMS, Bo replied, "So far, I have learned that I have A LOT to learn, and I am surrounded by incredibly knowledgeable, friendly colleagues to help me along the journey. I'm very encouraged by the culture, and my goal is to meet the high standard of excellence I see throughout the company."

Bo met his wife, Marjorie, in college where they waited tables together for 5-6 years, then continued working together at DataScan for 18 years. Their 11-year-old daughter Chloe is entering middle school this year, so their house is plenty lively with her and, their three King Charles Cavalier Spaniels (Honey, Emma, and Duncan).