

CLARK-LATHAM CORPORATE CONSULTING LLC

STRATEGIC ADVISORY | CLIENT EXPERIENCE | AI & TECHNOLOGY | EXECUTION & IMPACT

TURNING STRATEGY INTO MEASURABLE BUSINESS RESULTS

Clark-Latham Corporate Consulting LLC partners with executive teams to transform customer and employee experience, use AI and technology in human-centered ways, and turn strategy into execution and measurable impact.

We bridge the gap between big transformation goals and how people actually work, adopt, and deliver—so change is adopted, not just announced.



30+ YEARS
OF EXECUTIVE LEADERSHIP
EXPERIENCE DELIVERING
BUSINESS IMPACT

CORE EXPERTISE



CUSTOMER & EXPERIENCE TRANSFORMATION

- Define a clear experience vision tied to growth and retention
- Evolve journeys, service models, and reviews around what matters most to clients
- Connect customer, employee, business, and technology priorities
- Align front, middle, and back office around a consistent experience



AI, TECHNOLOGY & HUMAN-CENTERED CHANGE

- Identify where AI and automation can remove friction—and where humans must stay at the center
- Design adoption strategies that consider behavior, culture, and readiness
- Help leaders use AI and tools in ways people can actually adopt (not the code, the change)
- Balance urgency with the organization's ability to absorb change



STRATEGY, EXECUTION & MEASURABLE IMPACT

- Bridge strategy and execution across functions and silos
- Clarify ownership, decision rights, and accountabilities
- Build practical roadmaps that teams can follow
- Define simple measures that connect experience to business outcomes



WHO WE WORK WITH



Financial services and wealth management firms



Technology and SaaS companies



Customer experience and service organizations



Professional services and advisory firms



Mid-market and enterprise organizations navigating complex change

WHY CLIENTS CHOOSE CLARK-LATHAM

- ✓ 30+ years of executive leadership in CX, operations, and transformation
- ✓ Independent, executive-level advisory with no technology to sell
- ✓ Practical, adoption-focused approach that respects how people actually work
- ✓ Clear connection between transformation efforts and measurable business results

Let's Connect

I partner with leaders who want better client experiences, smarter use of technology, and clearer execution across the firm.



562-715-0514



clark@clarkbridgecxadvisory.com



[linkedin.com/in/jill-clark-latham](https://www.linkedin.com/in/jill-clark-latham)

HELPING ORGANIZATIONS NAVIGATE CHANGE AND CREATE LASTING BUSINESS IMPACT.