Carol Thomas
Book Product Implementation Manager
J.D. Power

Carol Thomas is a Book Product Implementation Manager for the Autodata Solutions division of J.D. Power. She manages the product process from inquiry to implementation. Carol works closely with the Accounting, Fulfillment and Technical Support teams, coordinating the cycle to ensure the customer is provided with the appropriate information, product and tools to meet their business needs.

Carol has sales, service, training and customer relations management experience working in various areas to include Wayne State University Institute of Environmental Health Science Research, Wayne County Medical Society, HCR-Manorcare and GM-Onstar. By managing call centers, customer service, sales and training programs, Carol helps enhance, assist and create positive client relationships.

Carol believes the customer is the most valuable asset an organization can have and is driven by the persistent pursuit of customer service excellence. She consistently looks to increase product usage through value added service and enhanced customer knowledge.

Carol is a graduate of Wayne State University.