



**Adele Kim**  
**VP**  
**Customer Service and Operations**  
**MetLife Korea**

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Adele is experienced insurance operations and technology executive, with a practical experience in customer focus, operations efficiency, risk management, process improvement, transformation, automation and data analytics.

Adele currently leads Korea Customer Service & Operations.

There are 4 areas that she is focusing on to deliver positive customer experience.

1. Continuous improvement that brings the changes on day-to-day work
2. Transformation that enables the business to put in a competitive position
3. Risk management that allows the business to provide what we committee
4. People and Culture that make the business sustainable and grow

She joined in 2005 and prior to MetLife, she played marketer role at BNP Paribas Life Insurance, CIGNA and IT Solution Provider.

Adele enables to find the best route for achievement. Excellence, not average, is her measure and fascinated by people and customers. She is good at driving changes that involves various stakeholders and enjoys the challenges to overcome and accomplishing the goals through collaboration with the necessary interpersonal and motivational skills developed working in high pressure situation.