



Carol D. Williams

Chief, Administrative Services

Carol D. Williams is Chief of the Administrative Services Division.

As chief of Franchise Tax Board's Administrative Services Division, Carol oversees all aspects of the human resource, internal audit, communications, executive and advocate services, equal employment opportunity office, organizational development and talent management, taxpayers' rights advocate and privacy and security programs.

Carol started her career with FTB in 1992, as a tax auditor. Since that time she has held a variety of positions in the Audit, Filing, and Accounts Receivable Management Divisions. Carol has led and managed large projects including the development and expansion of e-services focusing on self-service applications for individual and business taxpayers, Court-Ordered Debt Statewide Expansion project and the department's successful Tax Amnesty project generating over \$700 million.

Carol earned her Bachelor of Science degree in business administration with a concentration in accounting from San Francisco State University.

Kindness eases change. Love quiets fear.

Octavia Butler

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