Meet the Client Services Team

Over the past several months Adhesion has made some improvements to the way we support you, including standardizing the service process and expanding our dedicated client service team to include five dynamic individuals that bring strong experience in Financial Services and Client Support. Our goal is simple: to ensure you feel cared for and confident and in every interaction, we leave a lasting impression.

Kim Elkins

Head of Client Services

Kim has 23 years of experience in the Financial Services industry. She brings expertise in building and leading high performing teams to enhance the advisor service experience and improve operating workflow. Kim has a business degree in Organizational Leadership and Commerce at University of Arizona, carries her Series 6 and 26 securities licenses and is Six Sigma Green Belt certified.

Scott Lewis

Manager of Client Services

Scott has over 20 years of financial services experience as a financial advisor and working in client services. The last 12 years, Scott has worked at AssetMark in their Advisor Services department and most recently, leading a team of Relationship Managers. Scott holds a B.S. in Marketing from Azusa Pacific University and is also a Certified Financial Planner.

Shacaria Wyke

Client Support Specialist

Shacaria has one year of experience within the Financial Services industry, coupled with an impressive 17 years of dedicated Client Service expertise. Her strength lies in proactive client service delivery, showcasing a remarkable ability to anticipate needs. She holds a Bachelor's Degree in Criminal Justice, specializing in Homeland Security, and furthered her academic pursuits with a Master's Degree in Human Service Counseling. Her professional accreditations include the SIE certification and Series 63 securities licenses, underscoring her commitment to continuous learning and industry knowledge.

Peyton Pounds

Client Support Specialist

Peyton is a highly motivated, detailed oriented addition to the team and is a chair of our Community Service team at Adhesion. Peyton graduated Summa Cum Laude from the University of Mississippi with a Bachelor of Business Administration in Banking and Finance.

Lakisha Jackson

Client Support Specialist

Lakisha has been in the Financial Services Industry for more than 20 years. She excels in customer service and has held positions with national firms like TIAA, Merrill Lynch and Equitable. Lakisha's experience spans investment accounts, insurance, real estate and trust accounting. Her strengths include providing top-notch service, problem resolution, and always being a team player. Lakisha strives to present her "best self" every day for our clients and team.

James Hayley

Client Support Specialist

James is originally from the Bronx New York and studied Classical Singing and received a BFA from Montclair State University. Previously, he spent four years at AssetMark as a Premier Elite Relationship Manager. In this role he managed over 60 offices in the Pacific Northwest. On this team, he assisted in client webinars and was a mentor to new Premier Elite Relationship Managers.

Alex Scott

Client Support Specialist

Alex received a Business Administration degree from the University of Arizona. Alex has decorated history in service. He was a Client Relationship Associate with Vanguard where he was able to obtain his Series 7 and Series 63 licenses. In his previous role, he was a Client Relationship Associate at a firm that partnered with AssetMark.

We have recently extended our service hours from 8am to 6pm EST to 8am to 8PM EST to provide additional support for our West Coast advisors! Please reach out to us using our dedicated service phone number (1-888-295-8351) or by email at clientsupport@adhesionwealth.com.

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