

# City of Memphis



TENNESSEE

A C WHARTON, JR.  
MAYOR

May 11, 2010

Councilman Jim Strickland  
Personnel, Intergovernmental  
& Annexation Committee  
Memphis City Council  
125 N. Main – Room 514  
Memphis TN 38103

Dear Councilman Strickland:

Subject to Council approval, it is my recommendation that:

Cynthia Buchanan

be reappointed as Director of Park Services.

Respectfully,

A handwritten signature in black ink, appearing to read "A C Wharton, Jr.", is written over a horizontal line. The signature is stylized and somewhat cursive.

A C Wharton, Jr.

cc: Memphis City Council

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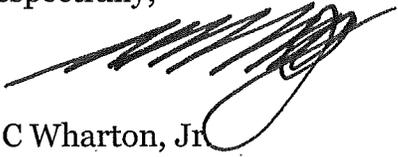
Dear Councilman Strickland:

Subject to Council approval, it is my recommendation that:

Ernest Dobbins

be reappointed as Director of Community Enhancement.

Respectfully,

  
A C Wharton, Jr.

cc: Memphis City Council

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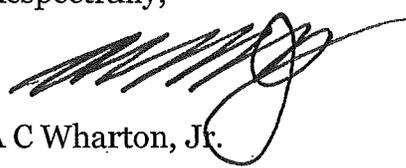
Dear Councilman Strickland:

Subject to Council approval, it is my recommendation that:

Janet Hooks

be reappointed as Director of Public Services and Neighborhoods.

Respectfully,

  
A C Wharton, Jr.

cc: Memphis City Council

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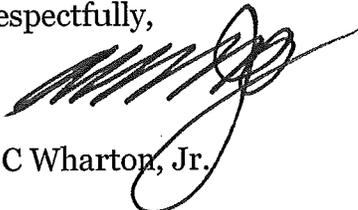
Dear Councilman Strickland:

Subject to Council approval, it is my recommendation that:

Quintin Robinson

be appointed as Director of Human Resources.

Respectfully,

  
A C Wharton, Jr.

cc: Memphis City Council

**Quintin Robinson, PHR**

4217 North Meadow View Drive Fayetteville, Ark. 72703 (479) 422-9965 quintinr1@gmail.com

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**SUMMARY**

A collaborative and results-driven Human Resources professional with strong communication, organization, strategic planning, analytical and leadership skills. Manage with integrity and lead by example. Excel at building and managing relationships at all levels of the organization, and thrive in a fast-paced work environment.

**EXPERIENCE**

**WALMART CUSTOMER CARE SHARED SERVICE**  
Senior Strategy Manager, HR and Integration

Bentonville, Ark.  
2008-Present

Develop and implement human resources strategy for the Wal-Mart Customer Care Shared Service organization., which provide customer and associate relations support for Walmart Stores, Walmart.com and the Walmart Home Office, Realty and Health and Wellness Human Resources teams.

- Overhauled organizational and pay structures for multiple contact centers to enhance recruitment and retention of top talent by creating defined career paths for high performing associates.
- Created Employee Free Choice Strategy to increase engagement and productivity among Shared Service Associates, as well as minimize risks of third-party intervention.
- Integrated new businesses into Customer Care Shared Service, which included creating Human Resources, Store Scheduling, Store Signage, Field Compensation and Store Compliance and Great Value customer care teams.
- Designed and implemented Associate Engagement Strategy for Customer Care Shared Service which resulted in a 70% overall engagement score as measured by the Hewitt Associate Opinion Survey.
- Created Attendance, Requests for Time Off, Lack of Work, Call Off, Shift Differential, On Boarding, Performance Metrics, Step Progression, Incident Investigation and other Human Resources policies and procedures to ensure consistency across the Shared Service organization
- Oversee design and delivery of Training and Quality programs, including managing a team of nine Trainers/Quality Analysts.
- Oversee screening, interviewing and selection process for filling management positions.
- Responsible for identifying and developing Up-And-Coming Talent as well at-Risk Positions, and for building Talent Pipeline to fill open management positions.
- Manage \$25 million annual budget and team responsible for coordinating all drug screens and follow-up activities for Walmart, Sam's Club, Walmart Logistics..

**WALMART STORES US**  
Senior Human Resources Manager

Bentonville, Ark.  
2006 - 2008

Provided human resources generalist support to the Home Office Store Operations Division and the Operations People Division. Developed and executed operating plan to align human resources support and strategy with Business Unit strategies. Coordinated Talent Acquisition, Performance Management, Talent Development, Associate Engagement, Employment Actions, Organization Design and Succession Planning activities within the two divisions.

- Created Home Office administrative team to support the Walmart Site-to-Store program, which allows customers to make online purchases at Walmart.com and have their purchases delivered to a local Walmart Stores.
- Oversaw Walmart University restructure and the creation of the Walmart

Stores U.S. Human Resources Division PMO and Divisional Director L&D Structure

- Internal HR Consultant to Walmart Store Operations and Operation People leadership teams.
- Provided HR support and consultation to Senior Leadership Team at Walmart University to create a 213-member Regional Learning Champion team to train candidates for Assistant Manager positions in Walmart stores throughout the United States.
- Oversaw annual Compensation, Talent Review, Succession Planning, Performance Management, Diversity Goals program for Store Operations and Operations People Divisions.
- Oversaw Organization Re-Design for the Store Innovations Group and led transition of leadership team from Logistics into the Innovations Merchandise Flow team.

**THE COMMERCIAL APPEAL NEWSPAPER**  
Employee Relations Manager

Memphis, Tenn.  
2003-2006

Managed the employee relations functions of a 1,000 employee multi-media company. Fostered positive relationships between management and three labor unions by ensuring fair treatment of associations and consistent application of collective bargaining agreements. Conducted incident investigations and recommended corrective action. Wrote and interpreted human resources policies and procedures. Investigated and responded to EEOC, ADA, FMLA and other filings alleging violations of state or federal employment laws. Conducted performance appraisal, code of ethics, unlawful harassment, new employee orientations, new hire benefits and other training. Sourced, screened and interviewed candidates for open hourly and management positions.

- Improved employee communication and delivery of human resources services by developing 495Live.com, an employee resource intranet site
- Developed The Commercial Appeal Leadership Institute for mid-level managers
- Negotiated collective bargaining agreements with the CWA (Memphis Newspaper Guild)
- Created Wellness Program that included on-site health screenings, immunizations, and other preventive health services for associates, specifically targeting part-time, hourly, uninsured
- Mitigated risk to company of adverse employment decisions by thoroughly investigating incidents before recommending corrective action, investigating and responding to EEOC, OSHA and other charges alleging violations of employment laws

**THE COMMERCIAL APPEAL NEWSPAPER**  
HR Operations Manager

Memphis, Tenn.  
2002-2003

Developed policies and procedures to ensure fair and consistent treatment of production department employees in hiring, work assignments, compensation and promotions. Conducted training for managers on company policies and state and federal employment laws. Conducted incident investigations and recommended appropriate corrective action. Identified diverse talent to fill vacant positions

**EDUCATION**

Tennessee State University, Nashville, Tenn., BS English  
Union University, Jackson, Tenn., MBA

**HONORS/RECOGNITION**

Member - SHRM Special Expertise Panel on Labor Relations 2010-2013

**PROFESSIONAL DEVELOPMENT**

Union Free Privilege Academy  
Achieve Global Trainer Certification

Making Employment Decisions  
EEO FLSA

Business Acumen  
Managing Diversity

# City of Memphis



TENNESSEE

A C WHARTON, JR.  
MAYOR

May 5, 2010

Desiree M. Franklin  
5169 Rich Road  
Memphis, TN 38117

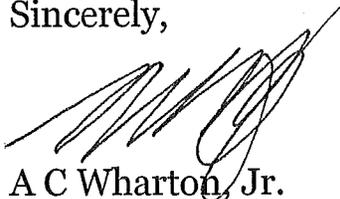
Dear Ms. Franklin:

You are hereby appointed to the position of Win Director in the Division of Workforce Investment Network for the City of Memphis, effective May 17, 2010. Your annual salary will be \$125,660.06.

Appointees are will and pleasure employees and therefore do not fall under the purview of civil service.

Your willingness to serve this great city by acceptance of this appointment is appreciated.

Sincerely,



A C Wharton, Jr.  
Mayor

## DESIREE M. FRANKLIN

Desi Franklin  
5169 Rich Road, Memphis, Tennessee 38117  
901.336.6416  
[dfranklin@bakerdonelson.com](mailto:dfranklin@bakerdonelson.com)

### Objective

To serve local government in a senior leadership capacity; in partnership with business, civic, education and community leadership and other partners, to manage and oversee the development of a world class workforce for our community

### Skills

- creative and effective leadership
- imagining and achieving effective solutions to complex problems
- strategic project management and execution from vision to successful completion, including information gathering, analysis, negotiations, execution and stakeholder relations
- effective advocacy
- inclusiveness, interpersonal relations and consensus building

### Relevant Experience

- Management: For 26 years as a corporate transaction and regulatory attorney, I have managed complex transaction plans and professional teams in the successful completion of strategic projects. As a credible candidate in an at-large 2007 Memphis City Council race, I recruited, collaborated with, and oversaw one full time employee, a campaign committee of 15 and numerous volunteers in a campaign with a budget of \$130,000.
- Complex Analysis and Problem Solving: I regularly review complex contracts, laws, regulations and facts in order to advise my clients (the bulk of which are regulated business entities) about relevant issues, risks and benefits. I assist them in meeting their goals by identifying and negotiating effective solutions to complex issues and working persistently to overcome obstacles to achieve successful outcomes.
- Budget and Finance: I have extensive legal experience with complex financing transactions. I understand financial statements and financial analysis.
- Ability to work with diverse stakeholders: I have developed good working relationships with a wide spectrum of people, including clients, political donors, volunteers, grassroots activists, government officials, the media, business and community leaders and nonprofit board and staff members.
- Presentation and public relations: I have extensive experience making prepared and extemporaneous presentations to large and small groups, at legal seminars, in professional meetings and to civic organizations.
- Extensive Community Involvement: Over the past five years, I have followed my passion for community and political improvement, committing my talents and energies to focus on development of high caliber leadership and economic and community development. I have developed into a seasoned and respected community and political leader, and have achieved positive change on issues and in organizations against frequent and, at times, acute opposition.

My record demonstrates:

- my effective leadership abilities
- my creative approach to identifying and solving problems
- my persuasive abilities that achieve desired results
- my personal initiative and intensive work ethic to achieve goals
- my consistent commitment to improving opportunities for our community and citizens
- my belief in the value of our community's diversity

### Professional Background

- Shareholder at Baker, Donelson, Bearman, Caldwell & Berkowitz (with the firm 1992-Present)
- 26 years of transactional and other legal experience with a focus in complex mergers and acquisitions, structured finance, corporate law and mortgage banking regulatory law
- Long time volunteer for numerous nonprofit organizations in governance, financial and operational matters

### Professional Honors and Activities

- Listed in *The Best Lawyers in America*® – 2006-2009
- Member – Mortgage Bankers Association of America
- Member – Memphis Bar Association, Tennessee Bar Association, American Bar Association; Memphis Association of Women Attorneys
- Internal Firm Leadership - Chair, First Horizon Institutional Client Service Team; Co-Chair, Sub-prime Mortgage Task Force; Member, Mortgage Industry Service Team; Founding Member, Baker Donelson Women's Initiative; Former Recruiting Chair, Memphis Office

### Education

B.A., *cum laude*, University of Memphis, 1980  
J.D., University of Memphis School of Law, 1984  
Admitted to practice in Tennessee, 1984

### Civic Activities

- Memphis Regional Chamber, Board (2002-Present)
  - Workforce Development Committee, Chair (2009-Present)
  - Government Affairs Regulatory Committee Member (2006-Present)
  - Peer to Peer City Project Steering Committee (2005)
- Memphis in May International Festival, Chair-Elect (Current) and Board (1998-2002; 2006-Present)
- Benjamin L. Hooks Institute for Social Change, Advisory Board (2008-2010)
- RISE Foundation, Legal Counsel (2007-Present)
- Coalition for a Better Memphis, Executive Committee (2006-2007, Current)
- Leadership Memphis Graduate (1993)
- Leadership Academy Master (2007)
- Mayor Pro Tem Myron Lowery Transition Team Member (2009)
- Calvary Episcopal Church, Senior Warden (2004), Junior Warden (2003) and Vestry (2002-2004, Current)

### Political Activities

- Shelby County Democratic Party, Second Vice-Chair (2005-2006); First Vice-Chair (2007-2008 and Current)
- 2008 Democratic National Convention, Platform Committee Member
- Memphis City Council, Candidate, District 9 At-Large (2007)