

# City of Memphis



DR. W. W. HERENTON  
MAYOR

TENNESSEE

April 21, 2009

The Honorable Shea Flinn  
Chairman  
Personnel, Intergovernmental & Annexation Committee  
City Hall - Room 514

Dear Chairman Flinn:

Subject to Council approval, it is my recommendation that:

**Wallace Jenkins**

be appointed to the Memphis and Shelby County Industrial Development Board with a term expiring July 31, 2014.

I have attached biographical information.

Sincerely,

A handwritten signature in black ink, appearing to read "Willie W. Herenton", is written over the word "Sincerely,".

Dr. Willie W. Herenton

WWH:jd

c: Council Members

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## Wallace Jenkins

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3663 Graves Road, Memphis, TN 38116 ~ (901) 596-4542 ~ wallaceplustwo@yahoo.com

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### Experienced Relationship Manager

*Skilled in turning around under performing accounts and amplifying revenue performance*

Offering 10 years of leadership experience identifying and capitalizing on new business opportunities. Dedicated to working with clients to ensure needs are met while achieving company sales and growth targets.

**Areas of expertise:** Process Acumen, Customer Service, Project Management, Account Management, Training/Development, Financial Analysis/Reporting, Credit Analysis, Team Facilitation, Relationship Building

### Key Accomplishments

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#### Strategic Planning/Process Improvement

- Initiated weekly audits, avoiding a potential \$2M loss from a large wholesale account
- Gained approval to purchase wireless data cards to eliminate connectivity issues and communicate same-day audit results
- Increased sales penetration from 18% to 35% at five under performing stores and consistently maintained annual retail penetration 10% over objective
- Under wrote a financial analysis on 13 accounts representing a \$35M wholesale acquisition that insured the department attained its acquisition goal

#### Communication/Service Strategy

- Conducted client Town Hall Meetings quarterly to foster open communication and improve business processes, revenues and relationships
- Effectively persuaded 90% of existing clients to utilize company products and services
- Maintained exceptional customer satisfaction scores within assigned territory
- Brought all under performing accounts up to standard, with 90% at or above performance targets

### Experience

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KILLEBREW ENTERPRISES

MAY 2007 - PRESENT

#### PROJECT FISH - SITE COORDINATOR

Coordinate with Labor and Workforce Development to recruit individuals who are eligible for participation in the Tennessee Technology Center at Memphis (TTCM) Educational and Training program for food stamp eligible individuals. Provide orientation, career and academic assessment, financial aid filing, and other pre-enrollment services to individuals who desire to enter one of TTCM's various training components. Conduct employability skill development facilitation for persons enrolling in TTCM by way of the Project Fish training grant. Maintain student tracking database, for reporting program progress to Tennessee Technology Center at Memphis, The Department of Labor and Workforce Development and The State of Tennessee post-secondary accreditation body for reimbursement of services rendered. Collaborate with local employers to develop opportunities for employment within their organization for persons enrolled in Project Fish who choose to work rather than attend school. Approve and sign education and training vouchers for payment of tuition for customers entering specific TTCM training components.

DaimlerChrysler Services, LLC

**Field Auditor**

2006- 2007

Scheduled and performed inventory and process audits over a 5 state area; insured timely contract payments after receipt of proceeds; collected payments on delinquent contracts; assisted with training of new personnel

**Relations Manager**

2001-2006

Managed a \$200M sales territory with 25 retail/wholesale accounts; facilitated relationships between credit analysts and client finance managers while increasing business; built customer loyalty and maximized sales results by presenting monthly performance data and trends to decision makers; effectively positioned company solutions at a competitive advantage; consistently maintained annual retail penetration 10% over objective

**Credit / Financial Analyst**

1997-2001

Managed the overall wholesale and retail financing needs of 75 accounts; analyzed financial statements to determine strength and capacity of clients to service debt and minimize potential risk and loss exposure; assured accounts adhered to corporate guidelines on liquidity and capitalization; prepared credit review packages; monitored credit lines and processed loan requests

**Education**

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MBA, Atlanta University

BSBA, Livingstone College

**References**

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Excellent References will be furnished upon request