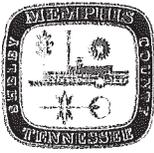


# City of Memphis



TENNESSEE

**MYRON LOWERY**  
Mayor Pro Tem

September 30, 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:

***Tierney R. Matthews***

be appointed to the Memphis & Shelby County New Arena Public Building Authority with a term expiring July 30, 2014.

I have attached biographical information.

Sincerely,

A handwritten signature in black ink that reads "Myron Lowery".

Myron Lowery  
Mayor Pro Tem

ML:rb

c: Council Members

## **RESUME**

*Tierney R. Matthews*  
*7560 Espie Cove*  
*Memphis, TN 38125*  
*Phone: 756-0465 / Cell: 734-0486*

### **EDUCATION:**

The University of Memphis  
Bachelor's Degree: Business Administration - Management  
May 1998

Southwest Community College (formerly Shelby State College)  
Associates Degree: AAS - Office Administration  
May 1982

### **WORK EXPERIENCE:**

02.1998-Present                      **FedEx Express Corporation**  
   **HR Services Division**  
   **Job Title: Sr. Human Resources Advisor**

#### **Duties:**

Provides consulting, advice and counsel to management regarding difficult employee relations problems including disciplinary/GFTP/EEO investigations, internal complaints and recommends appropriate actions. Duties also include assisting management staff with addressing employee performance improvement issues, job postings and selection processes for managerial and professional staff personnel, staffing solutions/reorganizations and job displacement consulting. Advises management on policy exceptions, provides management and professional training in human resources management skills, diversity and sexual harassment, etc. Provides consulting with benefits and compensations issues, recruitment assistance and newhire personnel paperwork processing, adhoc/ghost writing for upper management responses, appropriate policy interpretations and helping to ensure overall adherence to Corporate policies, procedures and practices. Provides assistance and guidance to employees relating to counseling, career development, training, advising on appropriate recourses to management disciplinary actions and suggestions to promote consensus resolution between management and employees. Promotes HR related programs, products and services through training, advice and counseling. Provides communications, assistance to management to create an awareness of employee relations problem areas, affirmative actions, EEO, etc. through effective analytical and statistical reporting on significant trends and researching. Provides HR assistance with conducting fact finding and/or representing the Corporation during external agency investigations such as the EEOC and Unemployment Agency.

11.1995-02.1998

**FedEx Express Corporation**  
**HR Services Division**  
**Job Title: Open Door Administrator**

**Duties:**

Reviewed Open Doors and Executive Letters received from employees to surface employee relations concerns and act as liaison between management and employees to help determine appropriate solutions and disposition of complaints/issues. Ensured appropriate follow-up to promote timely, comprehensive management responses and provided upper management quarterly statistical reports of issues, complaints, timelines, trends and problem areas. Formulated written executive letter responses to employee issues for executive management signature, including VPs, SVPs and the CEO. Processed executive suspense items including recruitment/hiring referrals. Provided written correspondence to be used in corporate media publications highlighting the Open Door process and assisted in providing updates/revisions for Corporate publications such as the People Manual, Personnel Grapevine, Manager's Pak, FedEx FXTV and Worldwide Update newsletter. Remained abreast of systemic employee relations problems, provided surface investigations and proposed solutions to management.

09.1988-11.1995

**Ex Express Corporation**  
**HR Services Division**  
**Job Title: Sr. Admin. Assistant**

**Duties:**

Provided diverse secretarial/administrative duties for HR Services Managing Director and immediate management staff. Responsible for composing written correspondence, updated and tracked EEO/GFTP files, Prism reports, status updates on policy/procedures and HR processes. Provided typing, filing, editing of written correspondence, maintained calendars, scheduled/coordinated departmental meetings, events and arranged business travel plans, maintained suspense logs and provided Excel graphs/charts of HR trend analyses for executive management reporting.

03.1984-09.1988

Ex Express Corporation  
Credit/Collections/Accounting Division  
Job Title: Sr. Administrative Secretary

**Duties:**

Performed secretarial duties for Sr. Manager, management staff and employees supporting a department of approximately 280 employees, which included typing, filing, word processing, copying, invoice payment processing, business travel arrangements, calendar schedules, expense report processing, maintaining departmental productivity logs/activity, contact with external FedEx customers providing assistance with shipment billing questions and complaints and ensured appropriate call routing for appropriate customer resolutions, maintained disciplinary files/logs including GFTPs and IEEO's.

05.1983-03.1984

Holiday Inns Corporation  
Personnel Division  
Job Title: Administrative Secretary

**Duties:**

Performed secretarial duties assisting MD/VP/SVP offices within various divisions throughout the Corporation through assignments from the executive secretarial pool. Provided typing, filing, office reception, answering/routing telephone calls, etc.

03.1979-05.1983

First Tennessee Bank, N.A.  
Marketing/Public Relations/  
Credit & Collections Depts.  
Job Title: Admin. Secretary / p/t Collections  
Assistant

**Duties:**

Marketing/PR Dept: Performed all aspects of secretarial duties including typing, filing, composing memos for management signatures, handled telephone inquiries, interfacing with all levels of management, assisted marketing staff with bank product promotional advertisements, layouts, campaigns for new products/services, interacted with ad agencies and all other general office duties as assigned.  
Credit & Collections Dept: Provided typing and customer contact with deficient credit account collections for MC/VISA accounts, including providing appropriate collections correspondence to customers in a timely manner and collecting monies/payments from customers to appropriately credit their accounts. Note: Worked on a part/time basis while attending college.

References: Provided upon request.

**MEMPHIS AND SHELBY COUNTY  
NEW ARENA PUBLIC BUILDING AUTHORITY  
(FEDEX FORUM)  
6 YEAR TERM  
13 Members**

<b>Members</b>	<b>Address</b>	<b>Term Expires</b>
<b>City</b>		<b>City</b>
<b>Jensen, Larry</b> <i>(Reappointment)</i>	4737 Shady Grove Memphis, TN 38117 Bus: 901.366.6070	<b>July 30, 2011</b>
<b>Jones, Carol</b> <i>(Reappointment)</i>	1324 Partee Cove Memphis, TN 38111	<b>September 10, 2011</b>
<b>Kane, Kevin</b> <i>(Reappointment)</i>	459 Montaigne Blvd. Memphis, TN 38103 Res: 901.523.2885 Bus: 901.543.5301	<b>July 30, 2013</b>
<b>Matthews, Tierney R.</b> <i>(Replacing Pete Aviotti)</i>	7560 Espie Cove Memphis, TN 38125 Res:901-756-0465 Cell:901-734-0486	<b>July 30, 2014</b>
<b>Miller, Larry J.</b> <i>(Reappointment)</i>	550 Techno Lane #803 Memphis, TN 38105 Res: 901.272.7884 Bus: 615.741.4453 Rep.larry.miller@capitol.tn.gov	<b>July30, 2014</b>
<b>Peck, David</b>	6245 Green Meadows Road Memphis, TN 38120	<b>September 30, 2013</b>
<b>Raines, Julie</b>	211 Goodwyn Place Memphis, TN 38103	<b>July 30, 2011</b>
<b>Turner, Johnnie</b>	752 W. Levi Road Memphis, TN 38109 Res: 901.785.6750 Bus: 901.521.1343	<b>July 30, 2013</b>
<b>Vacant</b>		<b>July 30, 2002</b>
<b>Vacant</b>		<b>July 30, 2007</b>
<b>Vacant</b>		<b>July 30, 2009</b>
<b>Vacant</b>		<b>July 30, 2009</b>
<b>Vacant</b>		<b>July 30, 2009</b>