



02-C-1165

CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30335-0300
TEL (404) 330-6100

June 14, 2002

President Cathy Woolard and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell Street SW
Atlanta, Georgia 30335

RE: Appointment to Citizens Service Planning Review Commission

Dear President Woolard and Members of the Council:

It is a pleasure for me to appoint **Shawnalea Garvin-Campbell** to serve as a member of the **Citizens Service Planning Review Commission** of the City of Atlanta. This appointment is for a staggered **term of one to three (1-3) years (to be subsequently determined)**, and is scheduled to begin on the date of Council confirmation.

I am confident that Ms. Garvin-Campbell will serve the Citizens Service Planning Review Commission with distinction. A resume is attached for your perusal.

Sincerely,

Shirley Franklin

CONFIRMED BY
JUL 15 2002
COUNCIL

EMPLOYMENT/EXPERIENCE**Shawnalea Garvin-Campbell**November 1995 -
Present**OPERATIONS MANAGER****CA One Services of GAE/LLS and Associates
Hartsfield International Airport, Atlanta, GA**

Responsible for lease administration which requires communicating and enforcing lease agreement for approximately 200 retail businesses, service operations and restaurants.

- Responsible for maintaining a thorough understanding of operating lease language in order to communicate and enforce lease terms. Enforcement involves such issues as merchandising, advertising, approved products and prices, housekeeping, sanitation practices and customer service standards.
- Responsible for monitoring hours of operations against airline departure and arrival schedules to assure lease compliance.
- Responsible for monitoring use of commons areas, services areas, airline lease areas and ramp areas to assure approved use, housekeeping quality and that safety and security is maintained.
- Daily monitoring of trash and distribution as to timeliness, thoroughness, cleanliness and accumulation. Communicate issues to primes and Department of Aviation.
- Regularly observe and measure customer service against published standards, provide guidance at the operating level to improve service/staffing deficiencies.
- Prepare a variety of written reports documenting operating issues, training requirements, observations, quality assurance reports and service inquiries.
- Take action with tenants as required to resolve building or customer service issues as reported or observed.
- Participate in or direct tenant meetings as requested, sharing expertise (training) and interpreting operating lease language (educate).
- Respond to internal and external correspondence (inquires, complaints and compliments).

September 1992 -
September 1994**SALES MANAGER****Parisian, Inc., Atlanta, GA - Huntsville, AL**

- Assisted in developing and training new associates in new store operation
- Consistently maintained business operations in a 2 million dollar volume area
- Developed strong customer service team through counseling and training
- Conducted weekly, and monthly reviews with team members to insure associate personal growth and development
- Developed Personal Wardrobing Training Package for all associates in women's areas

September 1991 -
September 1992**STORE MANAGER****The Browns Group, dba Cloth World, Atlanta, GA**

- Successfully opened and organized new store operation
- Hired and trained opening staff of 35 employees
- Analyzed and updated advertising objectives for stores of 7500 - 10,000 square feet in rural areas
- Developed ideas to consistently increase customer count by approximately 10% per week
- Awarded best payroll control for 3 months in a quarterly period
- Consistently maintained property operations and general maintenance at 2.9% below allowance

January 1988 -
September 1991**MERCHANDISE MANAGER****J.C. Penney Company, Orangeburg, SC**

- Successfully supervised die selling and merchandising activities of a \$ 1,000,000 area of responsibility
- Analyzed and revised estimates according to trends
- Achieved a +5.8% increase in total sales and average mark-up of 55%
- Developed and initiated activities to present and promote merchandise

SHAWNALEA GARVIN-CAMPBELL
1186 Hosea L. Williams Drive NE
Atlanta, GA 30317
404-524-5911(H)/404-766-6550(O)

Shawnalea Garvin-Campbell

Education

Bachelor of Science, South Carolina State College
Major: Computer Science, Minor: Mathematics, Electrical Engineering
Recruiting and interviewing, Train the Trainer
YWCA/Small Business Administration Women's Entrepreneurial Series
Retail Management Skills, Associate to Associate Ethics
Management Trainee, J.C.Penny Company
Negotiating 101, Time Management for Managers
Taking Personal Responsibility, Relationship Selling
Retail Selling Skills, Caldwell Banker Real Estate Training (currently)

Community Activities

President, Organized Neighbors of Edgewood (2 yrs.)
Chair, NPU-O (present)
Whiteford Community Advisory Board
Airport Minority Advisory Council
Ebenezer Baptist Church Choir

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Atlanta, GA 30317
404-524-5911/(H)/404-766-6550(O)

RCS# 3878
7/15/02
3:32 PM

Atlanta City Council

Regular Session

02-C-1236; 02-C-1237; 02-C-1238;
02-C-1242; 1161; 1163; 1165
CONFIRM

YEAS: 14
NAYS: 0
ABSTENTIONS: 0
NOT VOTING: 2
EXCUSED: 0
ABSENT 0

Y Smith	Y Archibong	Y Moore	Y Mitchell
NV Starnes	Y Fauver	Y Martin	Y Norwood
Y Young	Y Shook	Y Maddox	Y Willis
Y Winslow	Y Muller	Y Boazman	NV Woolard

02-C-1165
(Do Not Write Above This Line)

A COMMUNICATION

BY MAYOR SHIRLEY FRANKLIN

A COMMUNICATION BY THE MAYOR APPOINTING SHAWNLEA GARVIN-CAMPBELL TO SERVE AS A MEMBER OF THE CITIZENS SERVICE PLANNING REVIEW COMMISSION. THIS APPOINTMENT IS FOR A STAGGERED TERM OF ONE-TO-THREE (1-3) YEARS, SCHEDULED TO BEGIN ON THE DATE OF COUNCIL CONFIRMATION.

CONFIRMED BY
JUL 15 2002

COUNCIL

- CONSENT REFER
- REGULAR REPORT REFER
- ADVERTISE & REFER
- 1st ADOPT 2nd READ & REFER
- PERSONAL PAPER REFER

Date Referred 6/17/02
 Referred To: FILE i coc
 Date Referred _____
 Referred To: _____
 Date Referred _____
 Referred To: _____

First Reading

Committee _____
 Date _____
 Chair _____
 Referred To _____

Committee CCC
 Date 6/26/02
 Chair Shirley Franklin

Action
 Fav, Adv, Hold (see rev. side)
 Other Forward no Read
 Members in 1st Reading

Refer To _____

Committee CCC
 Date 7/1/02
 Chair _____

Action
 Fav, Adv, Hold (see rev. side)
 Other _____

Members _____

Refer To _____

Committee CCC
 Date 7/15/02
 Chair Shirley Franklin

Action
 Fav, Adv, Hold (see rev. side)
 Other _____

Members _____

Refer To _____

Committee _____
 Date _____
 Chair _____

Action
 Fav, Adv, Hold (see rev. side)
 Other _____

Members _____

Refer To _____

FINAL COUNCIL ACTION
 2nd 1st & 2nd 3rd
 Consent V Vote RC Vote

CERTIFIED

CERTIFIED
 JUL 15 2002
 ANIMATA CITY COUNCIL PRESIDENT
 Catherine W. Hallberg

CERTIFIED
 JUL 15 2002
 SHIRLEY FRANKLIN
 MAYOR'S ACTION

Shirley Franklin
 MAYOR'S ACTION