



# SUMNER COUNTY COMMISSION

355 N. Belvedere Drive  
Gallatin, Tennessee 37066-5410

## Committee on Committees:

Jeremy Mansfield, Chairman  
Chrissi S. Miller, Vice-Chairman  
Jamie Teachenor  
Mary Genung  
Deborah Holmes

## Commissioners

*Terry Moss- 1*

*Terry Wright- 2*

*Mark Harrison- 3*

*Dillon Lamberth- 4*

*Darrell Rogers- 5*

*David Klein- 6*

*Danny Sullivan- 7*

*Baker Ring- 8*

*Mary Genung- 9*

*Benjamin A. Harris- 10*

*Kevin Pomeroy- 11*

*Deborah Holmes- 12*

*Terri Boyt- 13*

*Jamie Teachenor- 14*

*J. Wes Wynne- 15*

*Jeremy Mansfield- 16*

*Robert B Brown III- 17*

*Don Schmit- 18*

*Shannon Burgdorf- 19*

*Merrol Hyde- 20*

*Jerry F. Becker- 21*

*Matthew Shoaf- 22*

*Tim Jones- 23*

*Chrissi S. Miller- 24*

## AGENDA COMMITTEE ON COMMITTEES 5:00 P.M. December 11, 2023 Jeremy Mansfield, Chairman

1. Call to Order
2. Invocation
3. Approval of Agenda
4. Approval of Minutes – October 16, 2023
5. Recognition of the Public
6. Report of the Chairman
7. Report of the County Mayor
8. Old Business
  - a. Appointments:

### Music City Regional Airport Committee – 5-Year Term

Present Member	County Commission Recommendation
Matt Harris	Samuel Solorzano

### Sumner County Regional Planning Commission – 4-Year Term

Present Member	County Mayor Recommendation
Mike Honeycutt	Tommy Swint
Jeff Duncan	Adam Issa
Luther Bratton	Britt Little

9. New Business
  - a. Appointments

### Emergency Communications District Board—4 Year Term

Present Member	County Mayor Recommendation
-	Buddy Shaffer

### Sumner County Library Board of Trustees- 3-Year Term

Present Member	County Commission Recommendation
Diane Johnson	Jennifer Sloan



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Ruth Fennell	Tonya Ray
Beth Key	Jackie Wright

## Sumner County Tourism Board-See Below for Terms

Present Member	County Commission Recommendation
Tami Wallace	Cathy Drumwright (2-year term ending August 31, 2025)
Jean Montgomery	David Staples (2-year term ending August 31, 2025)
Marilee Tice	Mandy Christenson (White House Chamber Rep-1 year term ending August 31, 2024)

## 10. Adjournment

**COMMITTEE ON COMMITTEES  
MINUTES  
JEREMY MANSFIELD, CHAIRMAN  
OCTOBER 16, 2023**

Present:

Jeremy Mansfield, Chairman  
Chrissi Miller, Vice-Chairman  
Dr. Mary Genung  
Deborah Holmes  
Dr. Jamie Teachenor

Also Present:

John C. Isbell, County Mayor  
Eric Sitler, Law Director  
Steve Weiner, Staff Attorney  
Jennifer Mitchell, minute taker

Chairman Mansfield brought the regular scheduled meeting of Committee on Committees to order with an invocation by Comm. Teachenor on Monday, October 16, 2023, at 5:00 p.m. Chairman Mansfield declared a quorum to conduct business.

Agenda. Upon motion of Comm. Miller, seconded by Comm. Holmes, the Committee voted unanimously to approve the agenda.

Approval of Minutes of September 11, 2023. Upon motion of Comm. Miller, seconded by Comm. Genung, the Committee voted unanimously to approve the minutes of September 11, 2023.

Public Recognition.

Dennis Caven of 1167 Plantation Pass, Gallatin commended Pascal Jouvence for doing a good job on the Airport Authority Committee. He spoke to the need of filling the vacancies and asked the Committee to consider Bill Taylor or Mike Ryan.

Report of the Chairman. Chairman Mansfield noted resume for Jimmy Glover in the agenda packet for consideration for the Music City Regional Airport Committee.

Report of the County Mayor. No report

8. Old Business.

a. Appointments.

Regional Planning Commission 4-year term.

- Tommy Swint to replace Mike Honeycutt

Chairman Teachenor moved, seconded by Comm. Miller, to discuss. The motion carried unanimously.

Comm. Teachenor moved, seconded by Comm. Miller, to suspend the rules to ask County Mayor John Isbell questions. Comm. Teachenor asked how much Tommy Swint donated to Mr. Isbell's campaign. Mr. Isbell stated he did not know. Comm. Teachenor stated Mr. Swint told him it was \$500.00.

Comm. Genung spoke in favor of Tommy Swint and asked County Mayor John Isbell to consider Sean Keene for the other vacancy on the Planning Commission. Mr. Isbell stated he would be happy to review Mr. Keene's resume. (Mr. Keene's resume attached)

Chairman Mansfield brought the meeting back in session.

Comm. Teachenor moved, seconded by Comm. Miller, to approve Tommy Swint and forward to full Commission.

After discussion, Comm. Genung moved, seconded by Comm. Miller, to defer to next month and ask County Mayor John Isbell to consider both Tommy Swint and Sean Keene. Comm. Teachenor withdrew his motion and Comm. Miller agreed. The motion to defer to next month carried unanimously.

#### Music City Regional Airport Committee.

- Replacement Bill Taylor

Chairman Mansfield recommended Jimmy Glover to replace Bill Taylor.

Comm. Miller moved, seconded by Comm. Holmes, to approve the appointment of Jimmy Glover to the Music City Regional Airport Committee. The motion carried unanimously.

#### Conduct and Ethics Committee.

- Jeremy Mansfield, Commissioner
- Chrissi Miller, Commissioner
- Robert Brown, Commissioner
- Gina Carpenter, Citizen
- Todd Alexander, Citizen

Comm. Genung moved, seconded by Comm. Holmes, to approve the reappointments of Jeremy Mansfield, Chrissi Miller, Robert Brown, Gina Carpenter and Todd Alexander to the Conduct and Ethics Committee. The motion carried unanimously.

9. New Business. - None

10. Adjournment. Upon motion of Comm. Teachenor, seconded by Comm. Miller the Committee adjourned at 5:16 p.m.

Prepared by Jennifer Mitchell

Dennis J. Gavin  
1167 Plantation Pass  
Belleair, TN 37006

MCEAA

FOR THE BOARD OF DIRECTORS

DEPARTMENT OF REVENUE

STATE OF TENNESSEE

REVENUE

DATE

AMOUNT

STATE OF TENNESSEE



**From:** Jeremy Mansfield [Jeremy.Mansfield@sumnercountytn.gov](mailto:Jeremy.Mansfield@sumnercountytn.gov)  
**Subject:** Re: [EXTERNAL]Potential Planning Commission Service  
**Date:** August 29, 2023 at 8:42 AM  
**To:** John Isbell [johncisbell@sumnercountytn.gov](mailto:johncisbell@sumnercountytn.gov)  
**Cc:** Deborah Holmes [deborah.holmes@sumnercountytn.gov](mailto:deborah.holmes@sumnercountytn.gov), Mary Genung [mary.genung@sumnercountytn.gov](mailto:mary.genung@sumnercountytn.gov),  
[jamie.teachenor@sumnercountytn.gov](mailto:jamie.teachenor@sumnercountytn.gov), Chrissi Smith Miller [chrissi.miller@sumnercountytn.gov](mailto:chrissi.miller@sumnercountytn.gov)  
**Bcc:** Commissioner Mansfield [jeremy.mansfield@sumnercountytn.gov](mailto:jeremy.mansfield@sumnercountytn.gov)

Mayor Isbell,

Please see the below request for consideration to be on the Planning Commission regarding the recently vacated seat by Jeff Duncan.

Thanks,  
Jeremy



**Jeremy Mansfield**  
Sumner County Commissioner, District 16  
615.815.0250 (mobile)  
[Email](#) | [Facebook](#) | [County Commission](#)

On Aug 11, 2023, at 3:52 PM, Sean Keene <[Sean.Keene@hoeganaes.com](mailto:Sean.Keene@hoeganaes.com)> wrote:

Sean R. Keene  
3501 Tyree Springs Road  
Hendersonville, Tn 37075  
615-672-3153

Good afternoon,

This letter is for your potential consideration of me as a candidate for a planning commission position. I was born in Sumner County and have resided in Hendersonville, Tn with my wife and daughters for 27 years. The first five were spent in the city limits and the remainder have been in the county. My grandparents moved to the Shackle Island Community in Sumner County, from Macon County, TN, in the 1930s, so I have deep ties to this area. With small exception, I have spent most of my life watching vibrant farmland slowly turned into a suburb of Nashville. In 2002, I built a home on the northern border of Hendersonville, just outside White House to escape the housing development. I have a Bachelors Degree from Austin Peay State University, and in 1997, went to work for Hoeganaes Corporation in Gallatin, Tn, serving as their Environmental Engineer for 7 years. For the last 12 years, I have advocated for responsible growth and warned that infrastructure is not sufficient to sustain the growth in Sumner. We are seeing the results in flooding, wildlife displacement, crime and most importantly automobile wrecks. Current growth cannot be undone, but new growth can be better planned with an emphasis on conserving some of the rural character we have left. I would appreciate the opportunity to help fulfill those goals.

Sincerely,  
Sean Keene | Environmental Engineer | GKN Powder Metallurgy

1315 Airport Road | 37066 Gallatin, TN | US  
Phone: +1 615 230 4709 | Mobile: +1 615 330 9471  
<https://www.gknpm.com>



\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email \*\*\*





# SAMUEL SOLORZANO

RE: AIRPORT AUTHORITY BOARD MEMBER position.

[samsolorzano@hotmail.com](mailto:samsolorzano@hotmail.com)

Cel: 615 335 5822

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## OBJECTIVE

I am ready to serve and support my community sharing my extensive knowledge in Aviation that I have acquired through the years as a Military Pilot and Commercial Pilot. I have traveled around the world and do understand the the high pace of airports dynamics, with that in mind I think I could contribute in a positive and optimistic way as a Board member.

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## EXPERIENCE

I have flown for multiple Airlines, currently I am a Captain for SOUTHWEST AIRLINES for about 16 years.

My Company has been awarded with the Best customer service in the Industry bringing Customers, Employees and Investors together to continuously succeed in one of the most competitive markets. As a former Military Pilot and Officer Patriotism is in my Blood, God and Family comes first I do believe that serving my fellow citizens in this position would be a good fit for years to come.

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## EDUCATION

Honduras Air Force Academy 1991, 2<sup>nd</sup> LT, Bachelor in Aeronautics, Instructor Pilot, Commercial Pilot.

FLUENT in English, Portuguese and Spanish.

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## **AWARDS AND ACKNOWLEDGEMENTS**

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Leadership, Communication skills and bringing people together is one of few traits that I have developed throughout the years. A leader is always open to listen, learn and take responsibility anytime the Good or the Bad comes to your place.

# Tommy Swint

(615) 305-3338 funtcb@gmail.com  
201 Jones Ln Hendersonville Tn 37075

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## PROFILE

### PROFESSIONAL SKILLS

- Negotiation
  - Budgeting and Finance
  - Business Development
  - Organization and Time Management
  - Conflict Resolution
  - Staff Development
  - Marketing
  - Process Improvement
- 

### EDUCATION

<b>Goodlettsville High School</b>		<b>May 1981</b>
<b>Volunteer State Gallatin Tn</b>	Associate of Science degree	<b>May 1983</b>
<b>University Of Kentucky</b>	Bachelor of Science degree	<b>December 1986</b>

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### PROFESSIONAL EXPERIENCE

<b>Mack Pest Control Inc</b>	<i>Nashville, TN</i>	<b>Jan 1987 - Current</b>
<i>Corporate President -Current</i>		
<ul style="list-style-type: none"><li>• Locations in Middle Tn, Jackson and Memphis</li></ul>		

<b>T and L Homes LLC</b>	<i>Hendersonville, TN</i>	<b>May 2000 - Current</b>
<i>Real Estate</i>		
<ul style="list-style-type: none"><li>• Purchase, Rehab, Manage and Sales</li></ul>		

### PERSONAL ACHIEVEMENTS

Eagle Scout  
Past President of the Tennessee Pest control Association  
Past President of the Middle Tennessee Pest control Association

### COMMUNITY SUPPORT AND INVOLVEMENT

Hendersonville Church of Christ	Potters Childrens Home Bowling Green Ky
Samaritan Center Hendersonville	Tennessee Prison Ministry Nashville
Nashville Inner City Ministries	Pavillion Palms Board of Director Miramar Fl
Home Bound Meals Hendersonville	

Adam Issa is an Account Manager with International Game Technology. A Global corporation which provides technology solutions to national, state, and provincial lotteries. Over the course of his 16 years with IGT, he has held many roles managing large teams and projects. The two most consistent themes throughout his career are his passion for people and his ability to find solutions to complex issues.

Adam is no stranger to community involvement. When he and his family lived in Hendersonville, he served as Treasurer, and eventually President of his Homeowners Association until settling in their dream home in Gallatin. During this time, he was pleased to develop strong relationships between their community, the Hendersonville Police department, and Mayor Clary's office.

As a Freemason, Adam was elected to lead his lodge in 2019 which he proudly accepted. He was later elected to serve as the head of the Director's Staff for the Al Menah Shriners in Nashville, TN.

As a conservative, it is important to Adam that growth is handled in a responsible and financially sustainable manner for our county. As a Christian, it is essential to him that through this growth, the values of the county are not lost or compromised for future generations. Along with his wife Alicia and two sons, James (8) and Eli (4), they are all proud to call Sumner County home.

**Britt Little**

320 Buck Graves  
Westmoreland, TN 37186  
615-644-2335  
hblittle21@gmail.com

October 30, 2023

Mr. Mayor,

I would like to apply for the Sumner County Planning Commission. I was born and raised in Sumner County and have been a resident here my entire life. I would like to give back to my community. I feel that holding a position on the planning commission would be a good opportunity to do so.

I have a fair amount of education and experience that would serve me well on the planning commission. After graduating from Westmoreland High School, I attended Tennessee Technological University. There I obtained a bachelor's degree in civil engineering, graduating with highest honors. After some post-graduate studies, I joined a small civil engineering and surveying firm in Clarksville, Tennessee. For the last seventeen years, I have worked at this firm gaining valuable experience and growing as a professional. In one of the fastest growing cities in our nation, I have worked with the development community planning, designing, permitting, and managing residential, commercial, and industrial projects. I have represented many projects before several planning commissions in Middle Tennessee and South Central Kentucky during the course of my career. Also, I have worked with governmental agencies on a range of projects from public infrastructure improvements to rewriting zoning ordinances and subdivision regulations.

Being a licensed engineer, I am an expert that can weigh in on many issues that are brought before planning commissions. My areas of expertise include traffic studies, stormwater analyses, and utility designs. I have planned and design nearly twenty thousand residential lots, and hundreds of multifamily, commercial and small industrial sites.

In addition to being an engineer, I own a small farm in northeast Sumner County. On this farm, we work a cow-calf operation. I believe this would serve me well on the planning commission also, as I can empathize with both the development and farming communities.

I appreciate your consideration for a position on the Sumner County Planning Commission. I look forward to hearing from you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Britt Little", written in a cursive style.

Britt Little

# Jennifer Sloan

(615) 388-0339

Bethpage, Tn

jennifersloan841@gmail.com

## Experience

1997-2000

**Loden Eye Center – James Loden MD. – *Lasik Coordinator, Receptionist, and Ophthalmic Assistant***

2006-2009

**Celebration of Life Church – *Mother's Day Out Director***

- DEVELOPED AND IMPLEMENTED PROGRAM OPERATING POLICIES AND ACTIVITIES.
- ADMINISTERED ALL GUIDELINES AND CONSTRUCTED ALL VISION STATEMENTS, RULES AND REGULATIONS.
- SUPERVISED MULTIPLE EMPLOYEES AND WAS RESPONSIBLE FOR 30+ STUDENTS.
- RESEARCHED CURRICULUM AND TRAINED EMPLOYEES TO USE THAT CURRICULUM.
- OVERSAW EVERY ASPECT OF CHILD CARE AND EMPLOYEE SERVICES.

March 2010-Present

**Social Security Administration – *Disability Claims Specialist***

- INTERVIEWING CLAIMANTS AND PROCESSING DISABILITY CLAIMS FOR SOCIAL SECURITY AND SSI APPLICANTS

## Education

Graduated 1992

**Westmoreland High School**

Graduated 1996

**Volunteer State Community College**

## Volunteer Work

2009-2010

**Strong Tower Church– *Starting Point Instructor***

TEACH WEEKLY CLASS DIRECTING NEW MEMBERS OF OUR CHURCH)

2009-2023

**Youth Group Mentor**

MENTOR VOLUNTEERS, YOUTH OF MIDDLE SCHOOL/HIGH SCHOOL AGE)

-TAUGHT VARIOUS CLASSES, INCLUDING WOMEN'S BIBLE STUDIES AND MAIN SPEAKER AT RETREATS.

01/2023- Present

VOLUNTEER MINIMUM OF TWICE MONTHLY WITH JUVENILE DETENTION CENTERS IN NASHVILLE AND GALLATIN THROUGH ETERNAL HEIRESS OF NASHVILLE TO MENTOR AND PROVIDE CHURCH SERVICES AND BIBLE STUDY.

01/2023-Present

**DAUGHTER'S AND CO- *BOARD MEMBER***

THIS IS A COLLECTIVE OF WOMEN WHO COME TOGETHER TO EMPOWER WOMEN WITH THE GOSPEL AND COMBAT EXPLOITATION WITH COMPASSION. WE ARE DAUGHTERS OF CHRIST WHO STRIVE TO MAKE A LOCAL AND GLOBAL IMPACT BY SHOWING THE COMPASSION OF JESUS CHRIST. WE ARE A COMPANY OF MOTHERS ARISING TO COMBAT SLAVERY IN THE NEXT GENERATION OF DAUGHTERS. WE EDUCATE, EQUIP, AND EMPOWER.

My name is Jennifer Sloan, I have lived in Sumner County my entire life. I attended Westmoreland High School and graduated from Volunteer State Community College. I married my husband in 1997 and we have two children. My children, now 20 and 22, were raised in Sumner County and reside here now. It has always been a safe environment for my family. I work full-time, and on the weekends I spend much of my time volunteering at a local detention center. I value spending time with my family and friends. Much of my time is spent working in Christian-based volunteer programs, speaking to women' groups, and seeking out ways to better myself and the community. I feel like I would be an asset to the library board to assist in upholding rules and regulations. I believe that we should guard and guide the next generation. By joining the library committee, I feel that it would give me the opportunity to uphold Sumner County's belief that the library should be a safe environment for our children.



# Tonya Ray (Gallatin, TN)

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929 Aqua Drive, Gallatin, TN 37066  
(615-638-2525)  
[goatdogprop@gmail.com](mailto:goatdogprop@gmail.com)

November 29, 2023

Dear Commissioner Jeremy Mansfield,

My name is Tonya Ray and I have been a resident of Sumner County for 25 years. I spent 18 years residing in Hendersonville and the last seven in Gallatin, TN. I am a proud mom of a senior that will graduate this coming May of 2024. I graduated from Volunteer State Community College with my associates degree in Applied Science with the intent of furthering my education at Western Kentucky. I took a different route by becoming a realtor and after a few years of experience became a real estate investor. My husband and I own our own business which has allowed for flexibility to be able to homeschool our son. My husband and I just recently celebrated our 26th wedding anniversary. My skills as a homeschool mom/teacher include curriculum development, virtual instruction, student and classroom assessment, along with being well organized, and detail oriented. Currently my skills as a real estate investor include explaining policies and reviewing documentation to obtain signatures along with practicing good working relationships with residents, property managers, judges, and attorneys. I oversee daily operations, maintenance and administration of various properties. I worked at Community Church in Hendersonville, TN as a preschool teacher from 2007 to 2010. My skills consisted of accurately observing, assessing, and planning for children, as well as effectively communicating with families. My speciality was communication with special needs children.

Sumner County Libraries were instrumental in providing great literature resources for my son's curriculum throughout the years. He maintains a GPA of 3.9 and his reading comprehension is something to be proud of. The library offered after-school homework help for my husband and I when we were school age. I believe libraries are places where individuals gather to explore, interact, and imagine. Our Sumner County libraries have provided a platform for adults and children to learn and to take steps to achieve their potential. If chosen to be part of the Sumner County library board I will do my best to keep them as great community centers, and a safe haven for children.

Sincerely,

Tonya Ray

# Jaclyn Dana Wright

115 Country Club Dr.  
Hendersonville, TN 37075  
Cell Phone: 810-434-1079  
Email: mrs-w-right@hotmail.com

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## EDUCATION

- 1996-2000 **Indiana Wesleyan University** Marion, IN  
BA in Elementary Education Graduated April 2000  
Magna Cum Laude Honors
- 2005-2006 **Central Michigan University** Mt. Pleasant, MI  
MA in Instruction Graduated December 2006

## CERTIFICATION

Elementary Education (grades K-6) June 2000

## EXPERIENCE

- 2000-2006 **Landmark Academy** Kimball, MI  
Teacher, All Subjects- Grades 4 and 5, Math- Grades 6 and 8  
Prepared and taught integrated/thematic unit lessons for varying levels of student achievement. Utilized various forms of technology within my instruction. Maintained a successful learning environment by utilizing effective classroom management strategies.
- 2006-2023 **Stay at Home Mom**  
Homeschool mom to 2 daughters (2013-present). Wife to pastor/church planter. Mother of a severely cognitively impaired son (2012-present).  
Church Volunteer- Served in various Sunday morning roles such as kid's check in, coffee service, check in coordinator. Arranged meals/sent flowers. Hosted and taught countless woman's bible studies. Planned large and small events to connect women face to face.
- 2014-2021 **Seeds of Faith Homeschool Coop Volunteer**  
Attended and taught educational classes to the children of other homeschooled families.
- 2021-2022 **The Refuge Homeless Shelter Volunteer**  
Prepared and served meals. Had conversations/played games with guests. Cleaning. Input data.
- 2023-2023 **Administrative Assistant, Freedom Church**  
Data entry, event planning, phone calls, using a Database, preparing materials, ordering supplies, special projects.

## PERSONAL INTERESTS

Crocheting, home design, fashion, reading/book club, writing, arts and crafts, baking, healthy meal planning/cooking, hosting/hospitality, antique shopping.

**REFERENCES** Available upon request

December 1, 2023

I am interested in being on the Library Board for many reasons. I am a learner and educator through and through. To me, these attributes, cultivation of learning and education, are what the library represents at its core and they are so valuable to me and something I want to uphold and cultivate. I also have had the desire for a couple of years to use my gifts, background, and passion to serve my community through a local board or council. I want to have the opportunity to be a voice for those in our community. I also love reading and have always loved the creative expression, historical and current knowledge, whimsy, provocation to thought and exploration that reading, and the library itself, allows and encourages.

I am sure that I don't have a full picture of what my role on the board will truly consist of, what topics we will discuss, what hard decisions might need to be made, what people I will be linking arm and arm with in this role, but I know that I will be honored to do my best to bring with me to the table wisdom, experience, consistency, and love.

I feel that my background in Education, my love of reading and knowledge and my desire to encourage and empower those of all generations toward creativity, exploration, wisdom, and continued education makes me a good asset to the Library Board. I desire that the Library continues to be a place of refuge for all, a place of safety. I desire that people of all ages are able to explore its shelves with abandon and find on them new places, new people, new experiences and new dreams. I bring with me a wanting to maintain within the Library a multitude of resources that look to build up, bring intellect, promote growth and illuminate the collective reasoning of its authors. Beyond my love for knowledge, though, I have a desire to serve my community through partnering in this way and I think that desire is my biggest asset.

Jackie Wright  
Mrs-w-right@hotmail.com

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It is my understanding that there are two Sumner County Tourism Board seats opening up soon. I would like to put my name in for consideration.

In December my husband and I will have lived in Sumner County for 40 years. Our children attended and graduated from Sumner County Schools. We utilized our parks playing sports and continue using the Greenways for biking, running, and walking.

Sumner County has a very rich history to be shared with those visiting and living in our community.

When on the Greenway, one gets to see the different sports leagues playing here. The license plates on the cars from all over the United States reminds of our gifts we have to share with others. Countless number of visitors will comment on our beautiful fields and community.

Sumner County is a small treasure sitting outside the city of Nashville. While our hotels bring in the overflow of Nashville tourists, we too should continually promote and share our community with those visitors as well as those who come to Sumner County for sports, music events, and business.

Thank you for your consideration,

Cathy Drumwright  
124 Natchez Dr.  
Hendersonville, TN 37075  
(615) 540-8343  
madrummy@bellsouth.net

## DAVID J. STAPLES, MBA

Bethpage, TN 37022 | 615-339-2555 | david.john.staples@gmail.com | linkedin.com/in/david-J-Staples

### OPERATIONS SENIOR LEADER

Experienced operations leader excelling in customer facing operations, customer experience strategy, and leadership development. Consumer focused innovator with a strong track record of implementing solutions resulting in operational efficiencies, compliance improvement, cost reduction, increased sales and consumer retention. Strategic planner with a focus on consumer experience management, compliance excellence, cost reduction, and process improvement. Proven management professional with excellent leadership abilities coupled with a recognized track record of successful project and program delivery. Highly experienced in Medicare and Medicaid Operations.

### AREAS OF EXPERTISE

Customer Experience Strategy | Business and Application Controls | Compliance Metrics and Monitoring | Compliance Audit Remediation | Six Sigma Practitioner | Program and Project Management | Sales and Retention | Agile Product Management | Budget and Cost Control | Strategic Planning | Thought Leadership | Leadership Development | Process Compliance Assessment | Multi-site Leadership | Competitive Market Analysis | Operations Strategy | Staff Training and Management

### EXPERIENCE

#### **CIGNA HEALTHCARE, Nashville, TN**

**2015-Present**

##### **Vice President-Cigna Medicare Service Operations**

Provide direction and oversight for multiple Medicare operations including customer service, provider service, member administrative services, appeals, grievances, coverage determinations, and training and development. Led a 1,500+ employee organization across six onshore and four offshore locations with 13 direct reports and a \$130million budget.

- Developed and led customer experience strategy establishing executive governance model and aligned portfolio to experience strategy. Connected CAHPS and Administrative Star Rating Measures to strategy.
- Restructured customer and provider service operations including staffing and capacity planning enhancements and organization redesign to improve compliance and business performance.
- Oversaw multiple department turnarounds including leadership restructure, process simplification, capacity planning and workforce management protocol adjustments, system and process re-design realizing 20%+ improvement in compliance performance and 17% reduction in operating costs.
- Implemented robotic process and desktop automation in the contact center to improve consistency and gain efficiencies. \$1.8m Op Ex reduction.
- Implemented enrollment auto adjudication solution resulting in 70% auto adjudication of member enrollment forms.
- Delivering 3-5% reduction in operational expenses annually.
- Deployed new strategic contact center management system resulting in \$4m annual Op Ex reduction.

#### **UNITEDHEALTHCARE MEDICARE AND RETIREMENT, Minneapolis, MN**

**2005-2015**

##### **Senior Director-Contact Center Operations and Strategic Planning, 03/2011 - 10/2015**

Promoted to direct 4,000+ FTE multi-site Medicare contact center operations and coordinate multiple programs and projects for high priority cross-functional and cross-enterprise strategic business objectives. Managed 15 direct reports and a \$275million budget.

- Established an in-house telesales department including systems, process, and protocols.
- Executed call center process changes to increase compliance with Federal Medicare regulations.
- Developed 3 / 5-year strategy for customer service and telesales ensuring alignment with enterprise strategic imperatives.
- Spearheaded a high priority \$13 million cross-functional new member onboarding program including process design, technology development, policy governance, and compliance monitoring.
- Led a \$6.7 million multi-phase Customer Experience (Star Rating) Improvement Program.
- Managed a cross-functional end-to-end issue resolution program from initiation to closure to improve call center consumer experience. Program focused on re-engineering call center processes to reduce turn-around time and improve first call resolution resulting in reduced operating costs by \$30m and 32% increase in customer satisfaction.

### **Director-Medicare Consumer Experience and Regulatory Compliance, 10/2008 - 03/2011**

Promoted to manage internal and external market analysis for developing innovative programs geared toward improving consumer experience and leveraging customer service as a market differentiator. Developed compliance policies and controls for the organization.

- Improved enrollment auto adjudication by 28% resulting in \$11m in cost savings.
- Developed a member retention strategy that reduced revenue loss due to unnecessary membership attrition and improved compliance to federal regulations from 62% to 99% within six months.
- Developed customer focused tiered service model based on unique needs of the customer. Model was used as the foundation for broader service model for the enterprise.

### **Operations Manager / Six Sigma Consultant, 11/2005 – 10/2008**

Managed daily operations for multiple sites nationwide including BPO management for multiple vendors. Managed projects geared toward process improvement and waste reduction.

- Restructured organization to reduce response turn-around time by 15%.
- Developed and implemented ratio-based staffing model to ensure appropriate clinical support.
- Managed review and implementation of changes to Medicare guidance regarding CD / OD / Grievance.
- Supported audit preparation and presentation for operational functions.
- Developed and implemented verbal Coverage Determination protocols including proper identification and classification of Coverage and Organization Determinations / Grievance / Appeals.

### **POLLARD MOTORS, Boulder, CO | CHILSON MOTORS, Eau Claire, WI**

**2002-2005**

#### **Finance Director / Sales Manager**

Managed sales and finance daily operations including credit evaluations, loan submissions and approvals, sale of finance and insurance products for new and pre-owned vehicles. Managed lease renewal program and coordinated product training for sales agents. Initiated prospecting and sales activities to increase revenue.

- Increased back-end insurance sales by 19% (\$2.2mm) (30% at Chilson \$1.3mm) by implementing a standardized menu selling system.
- Increased sales 8% by increasing frequency and quality of product training and competitive comparisons.
- Managed sales incentive programs driving increased sales agent engagement.
- Implemented a lease-renewal program resulting in a 60% retention by leasing new vehicles and lease buy-outs for previous lessees.
- Maintained 100% customer satisfaction.

### **EDUCATION AND TRAINING**

**Master of Business Administration (MBA), Strategic Management and Organizational Design, Columbia College**

**Bachelor of Arts (BA), Business, Administration and International Business, Columbia College**

**Business Process Management Certification, Boston University**

**Six Sigma Green Belt | Six Sigma Black Belt, UnitedHealthcare Operational Excellence**

### **AWARDS AND RECOGNITIONS**

**Intelligent Call Routing Solution, UnitedHealth Group Innovation Award recipient (2008)**

**Solution Accountability Model, UnitedHealth Group Innovation Award recipient (2011)**

**MyHealth Sherpa, UnitedHealth Group Innovation Award recipient (2012)**

**MyHealth Sherpa, UnitedHealth Group Idea Award recipient (2012)**

**Member Interaction and Issue Management, UnitedHealth Group Innovation Award recipient (2013)**

**LANGUAGES: Korean**

# MANDY CHRISTENSON, IOM, TCEcD

229 Bowling Branch Rd., Cottontown, TN 37048 | 615.727.2384 | mandy@whitehousechamber.org

## Professional Summary

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Since being employed with the Chamber in 2014 achieved and exceeded annual budget goals. Increased sponsor partnerships with members, more than doubling contributions and added additional staff to maintain new programs. Manage grants from the Sumner County Visitor's Bureau, Robertson County Industrial Development board to promote tourism in White House, and a USDA Rural Development grant for LED signage at the Chamber. Continuing to pursue grants and funding opportunities to strengthen the Chamber's program of work and enhance the community. Pursuing excellence in programming, training and networking for members and the community.

## Skills

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- Task Oriented
- Excellent Communication Skills
- Professional Writing
- Strong Interpersonal Skills
- Logistics and Event Planning
- Social Media Strategist
- Strong Role in Local Economic Development & Recruitment
- Proficient in Creative Suite Software

## Work History

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**President/CEO** 06/2014 to Present

**White House Area Chamber of Commerce** - White House, TN

- Manage day-to-day operations for largest business organization in the community.
- Develop programs and provide assistance to over 350 members.
- Plan and facilitate monthly meetings, luncheons and training events.
- Partner with the City of White House for Economic Development.
- Organize and implement community events, festivals and tourism efforts.
- Manage invoicing, deposits and other accounting procedures for the Chamber.
- Manage grants awarded to the Chamber
- Manage all marketing efforts for the Chamber including print advertising, web site development and social media campaigns.

**General Manager**

06/1995 to 6/2014

**Browser Publishing LLC/Main Street Media of TN** - White House, TN

- Manage day-to-day operations for the weekly publication of 3 papers
- Act as sales manager, implementing advertising campaigns and revenue building strategies.
- Manage editorial staff, assigning weekly news coverage and maintaining budget for contract personnel.
- Implement all social media campaigns and updates and manage website advertising and content.
- Create reports for budgets, audits, sales plans, promotions, and payroll.

## Education & Professional Development

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**Bachelor of Science:** Journalism - Graphic Arts, English and Psychology

**Middle Tennessee State University** - Murfreesboro, TN

**Graduate of Tennessee Chamber of Commerce Executives Institute** - 2016

**Tennessee Certified Economic Developer** - 2018

**Graduate of US Chamber of Commerce Institute for Organizational Management** - 2020

## Accomplishments

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Serve on the City of White House Police Review Board

Current Board Member for Tennessee Chamber of Commerce Executives

Current Board Member for Life Christian Academy

Member of the Robertson County Joint Economic Community Development Board

Serve on CTE Advisory Board for White House High and the Citizen's Advisory Board for Heritage High

Volunteer with White House Rotary Club and Lions Club

Served as Vice President for the Sumner County Tourism Board

Served as Secretary for the United Chambers

Served on the White House Chamber of Commerce Board of Directors, 2005 - 2010 as Chairman 2007-2008