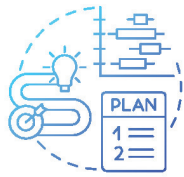


# CAPABILITY STATEMENT

**BUSINESS NAME:** CourtesyPro, LLC  
**ADDRESS:** 5865 Ridgeway Center Pkwy  
Suite 300  
Memphis, TN, 38120  
**DUNS #:** 125196970

## WHAT WE OFFER:



### PROJECT MANAGEMENT

Our project management services are designed to address every aspect of your project lifecycle. We can help you map out detailed, actionable plans to set your project up for success. Services include:

- *Construction Project Management*
- *Owner Representation*
- *Planning & Scheduling*
- *Partner Management*
- *Quality Assurance & Control*



### PROGRAM MANAGEMENT

From ideation to implementation, we can develop or deliver the tools you need to inspire progress and drive impact for your organization. Services include:

- *Training & Workshop Facilitation*
- *Leadership Development & Coaching*
- *Culture & Change Management*
- *Program Strategy & Planning*
- *Campaign Development*

## TARGET CLIENTS

Government Organizations | Educational Institutions | Nonprofits Small to Medium Size businesses

## PAST EXPERIENCE

- **DSG Retail Development:** Led more than 15 construction or redesign projects for retail stores and administration buildings.
- **City of Memphis Streetlight Replacement:** Managed procurement, vendor management, scope development, budget, and initial implementation of replacing City's 75,000+ lights.
- **Shelby County Technical Assistance Program:** Facilitated courses for Shelby County Government to help minority, women, and locally owned businesses access contractual opportunities and receive guidance on the County's procurement process.

## COURTESYPRO.

### ABOUT US

**CourtesyPro** is a specialty consulting firm focused on personalized project and program management to meet your needs. We ensure your important projects are planned well, controlled effectively, and delivered successfully with courtesy service and professionalism at the highest level.

### WHY CHOOSE US?

- Top-tier courtesy service and professionalism
- Customized project management support
- Strategic partnerships and network
- Community focused
- Innovative and creative ideas to help you stand-out

### NAICS CODES:

- **541611:** Administrative Management and General Management Consulting Services
- **541612:** Human Resources Consulting Services
- **541613:** Marketing Consulting Services
- **541618:** Other Management Consulting Services

### CERTIFICATIONS:



**COLUMBIA ENGINEERING**  
EXECUTIVE EDUCATION

# PROJECT EXPERIENCE & HIGHLIGHTS



CITY OF MEMPHIS + MLGW

## STREETLIGHT REPLACEMENT PROJECT

The City of Memphis and local utility company, MLGW, invested \$70 million towards upgrading the city's existing streetlight infrastructure, more than 75,000 lights, to more sustainable LED fixtures and controls. Project leadership included developing and managing the procurement process, vendor management, scope development, budget analysis, and initial implementation. In addition to the more than 37 kilowatt hours in energy savings and brighter illumination, the upgraded network will provide enhanced safety benefits and reduce maintenance needs.

DUFRESNE SPENCER GROUP

## RETAIL DEVELOPMENT

Dufresne Spencer Group (DSG) is recognized among the top 100 fastest growing retailers in the U.S. In 2018-2019, DSG launched more than 15 construction or redesign projects for their retail stores and administration buildings. Specific project leadership included contractor and vendor management, budget analysis, municipal permitting, and ensuring successful completion of each project before projected store opening dates.



NATIONAL CIVIL RIGHTS MUSEUM

## MLK50 MARKETING CAMPAIGN

The National Civil Rights Museum launched the MLK50 campaign to reflect on the past 50 years since the tragic death of Dr. Martin Luther King, Jr. while simultaneously inspiring the continued impact of his legacy ahead. This \$200,000 marketing campaign layered strategy, national advertisement, public relations, and cross-media marketing efforts that highlighted the value of the museum, provided historical context about the event, and increased awareness about surrounding events for the year-long exhibit.

