



Mayor of Providence

Jorge O. Elorza

January 26, 2015

Honorable Members
Providence City Council
City Hall

Dear Honorable Members:

Pursuant to Sections 302(b) and 908 of the Providence Home Rule Charter of 1980, as amended and Public Law Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day appointing Sylvia Bernal of 26 Vernon Street, Providence, Rhode Island 02903, as a member of the Retirement Board for a term ending on January 1, 2019. Ms. Bernal replaces Mr. Pedro Espinal.

Sincerely,

Jorge O. Elorza
Mayor

IN CITY COUNCIL
FEB 05 2015

READ
WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED.
 CLERK

Sylvia Bernal

26 Vernon Street
Providence, Rhode Island 02903

Cell 401-374-1765
Office 401-732-5213 x116
sylber59@hotmail.com

Objective

Seeking a position where I can help people review their retirement needs and assist them to plan for a secure financial future.

Skills

Management

- Managed small offices, an owner-operated business and led many projects for non-profits
- Supervised the front office staff operation for reception, phones coverage, mail delivery, newsletters and web content
- Ultimately responsible for all record keeping and regulatory compliance handling employee time reporting; time-off schedules, payroll, benefits, workers compensation; insurance certificates; contact lists; work orders; work procedures; and inventory / supply lists
- Recruited, hired, trained, set assignments, conducted performance reviews and released office staff
- Developed annual departmental plans setting objectives and improvement projects
- Adaptive leadership style depending on the situation and need

Accounting and Bookkeeping

- Managed accounts receivables; credit and collection; customer statements; month-end closings; payroll; ad hoc requests for information or reports; management and board presentations; and preparation for financial audits.
- Reported financial status at management and board meetings
- Experienced with QuickBooks and Peachtree accounting packages as well as Excel and MS-Office.
- When appropriate and necessity able to effectively escalate areas of financial concern to senior management.

General Capabilities

- Productive, goal-oriented, self-starter professional who is attentive to details, accuracy able to deliver quality results on time with minimal supervision
- Problem solver able to or acquire the resources needed to accomplish objectives
- Quick learner able to understand new concepts quickly
- Excellent team player able to build good collaborative working relations but also able to work independently
- Strong project management and organizational skills able to multi-task, met deadlines and work under pressure. Anticipates potential issues and actively works to prevent them from turning into future problems
- Good communicator both written and oral. Fluent in Spanish

Professional Experience

Banker's Life and Casualty Company. Insurance Agent /Retirement Advisor 2010 - Present

- Provide affordable, quality ,health and life insurance, long term care, annuities and supplemental Medicare coverage servicing a broad range of clients based on need and affordability
- Responsible for interpreting, explaining and setting up voluntary benefit programs for individuals and businesses
- Analyzed prospect current situation and perspective to identify individual needs on a personal level to be better able to address their needs in a caring empathetic manner
- Established long lasting relationships with clients assisting them with ongoing needs.

Nice & Neat Cleaning Services, Inc. President & Owner, *Providence, RI* 1997 - Present

- Built from scratch and operated a commercial and residential cleaning business
- Developed the business and marketing plans

- Performed all staff hiring, training, supervision and work quality review
- Handled all marketing and sales
- Resolved customer issues when necessary
- Operated the day to day business activities including running the office, bookkeeping, making sales calls, placing bids, negotiating contracts, checking on service quality, coordinating the work schedules, purchasing and maintenance of equipment and managing personnel

Greater Elmwood Neighborhood Services, Business Manager

2006 - 2008

- Directed the day to day activities of the office including the timely and accurate managing of all the accounting and bookkeeping functions for the corporation, directing and prioritizing the efforts of the property management contractors and staff for janitorial services, minor repairs and maintenance; managing the front office reception and resident communications; and resolving resident needs and questions.
- Improved the overall operation by improving staff deadline compliance for timesheets & expenses; improving payroll and vacation time accuracy, saving expenses by analysis and recommending changes to insurance policies, employee benefits and workers compensation coverage; and successfully recommending to management additional staff to address critical needs and recruited, hired, trained and supervised new staff.
- Revamped the Asset Management reporting to produce key metrics including detailed reporting of income and expenses by source, assets performance and open inventory reports that allowed better management of existing property portfolio.
- Established several initiatives including a property manager best practices program and an energy conservation and recycling project with residents.

SYLBER Properties, LLC Manager & Owner, Providence, RI

2005 – 2006

- Developed affordable housing in greater Providence
- Researched development opportunities for property renovation and condo conversion
- Worked to secure investors for projects

Rhode Island/Hasbro Hospital, Outreach Worker, Providence, RI

2000- 2001

- Recruited families to participate in asthma focus groups
- Translated (English/Spanish) for families participating in groups and asthma web page

Citizens Bank, Office Clerk, Riverside, RI

1995-1998

- Assisted in the transaction processing cycle of all activities for branch offices
- Maintained control of rejected transactions and performed necessary corrections required for reprocessing
- Completed and submitted balance sheets for management and accounting purposes

Education

Certified in Long Term Care (CLTC)

2013

Insurance Producer for RI, MA, FL, VA

2010-14

Community College of Rhode Island, Lincoln, RI
A.S. in Business Administration Program
Management Certificate

2010
2009

Whitney Education Group Inc.
Real Estate Investor

2004

University of Lima, Lima Peru
Marketing

1984

Volunteer and Non-Profit Board Work

Latino Leadership Institute (LLI): Program coordinator and instructor

2014 - present

Brotherhood of the Lord of Miracles: Treasurer	2013 - present
<ul style="list-style-type: none"> • Responsible for bookkeeping and organizing fundraising events 	
Centro Cultural Andino: Board Member and Treasurer	2007 – present
<ul style="list-style-type: none"> • Responsible for bookkeeping and organizing fundraising events 	
Gateway Health Care Realty Board: Board member and Secretary	2007 – 2011
Rhode Island Latino Political Action Committee: Board member and Treasurer	2000 - 2006
<ul style="list-style-type: none"> • Responsible for bookkeeping and filing all reports with the RI Board of Elections 	
Rhode Island Latino Civic Fund: Board member and Treasurer	2002 – 2006
<ul style="list-style-type: none"> • Responsible for bookkeeping, organizing fundraising events and promoting civic participation in the Latino community 	
Vote for America: Board member and Fellow	2001
<ul style="list-style-type: none"> • Developed training and conducted outreach programs to improve civic participation 	
Democracy Compact: Fellow	2000
<ul style="list-style-type: none"> • Recruited members of the community to participate in voting drives • Held education sessions for community groups on importance voting • Coordinated volunteers to increase minority get out the voting 	
Peruvian Soul Dance Troupe: Director	2002 - 2005
<ul style="list-style-type: none"> • Founded a youth dance group to educate young people about Latino folk culture • Recruited, instructed classes, coordinated rehearsals, developed programs and held performances throughout New England. 	

Speaking Engagements

Brown University: Andean Countries origins in Rhode Island Peru-Ecuador-Bolivia	2008
RI Coalition for Minority Investment: Emerging Women in Business Workshop	2006
Quisqueya en Acción – Latinas: El Orgullo y Éxito de Nuestra Comunidad Workshop	2003
Bryant College: The Women's Summit – Woman of Color, Woman of Strength Workshop	2002