



Mayor of Providence

Jorge O. Elorza

January 1, 2022

Honorable Members  
Providence City Council  
City Hall

Dear Honorable Members:

Pursuant to Sections 302(b) and 1102 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 reappointing Sylvia Bernal of 26 Vernon Street, Providence, Rhode Island 02903, as a member of the Board of Licenses for a term to expire on January 31, 2025, and respectfully submit the same for your approval.

Sincerely,

A handwritten signature in blue ink, appearing to be "J-O-E", with a horizontal line extending to the right.

Jorge O. Elorza  
Mayor

IN CITY COUNCIL  
JAN 20 2022

READ  
WHEREUPON IT IS ORDERED THAT  
THE SAME BE RECEIVED AND APPROVED  
*Jina L. Mastromarino* CLERK

ACTING

# Sylvia Bernal

26 Vernon Street  
Providence, RI 02903

## Skills and Experience

### Management

- Managed day to day operations for several small offices for both for-profit and non-profit organizations.
- Developed annual departmental plans, set department and individuals' goals, tracked progress and created improvement projects to improve quality and increase productivity.
- Responsible for all record keeping and regulatory compliance, handled 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.
- Strong project management and organizational skills able to multi-task meet deadlines and work under pressure. Anticipates potential issues and actively works to prevent them from turning into future problems.
- 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.
- Expert with QuickBooks and Peachtree accounting packages as well MS-Office products.
- When appropriate and necessity effectively escalated areas of financial concern to senior management.

### General Capabilities

- Leveraged contacts and networks to create partnerships and collaborations to accomplish projects that would have been impossible for organizations to deliver individually.
- Directed many fundraising efforts from start to finish for many non-profits.
- Excellent team player able to build good collaborative working relations.
- **Productive, goal-oriented, self-starter professional who is attentive to details and 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.**
- Good communicator. Fluent in Spanish

## Professional Experience

### Progreso Latino: Community Business Specialist (Part time)

2018-Present

- Responsible for assisting Pawtucket Business Owners understand how to access Loan Funds working with the Pawtucket Business Development Corporation's Loan Program
- Assist small businesses with identifying and addressing their needs including preparing business plans and loan applications.
- Track business needs and report systematic barriers.
- Engage business development support organizations and stakeholders in the region to coordinate services for small businesses being served.

- Work with the city of Pawtucket to streamline the processes so that they are business friendly and accessible to minority communities with language barriers.

**United Way of Rhode Island: Project Lead, Medicare-Medicaid Options Counselor**

**2016-Present**

- Responsible for managing the Medicare-Medicaid Program in its entirety working with one staff and a volunteer to effectively service fully dual beneficiaries.
- Provide one-on-one person-centered options counseling for Medicare-Medicaid beneficiaries
- Provide clear, unbiased and consumer friendly information.
- Assist the beneficiary with making informed decisions about their Medicaid and Medicaid benefits.
- Track all the referrals and contacts including trends and enrolment/dis-enrolment actions by month.
- Create and present monthly reports to management, DEA and the ICI council.
- Create materials and deliver training updates to all SHIP Counselors in the region on the Integrated Care Initiative to broaden the outreach to Medicare-Medicaid beneficiaries

**Banker's Life and Casualty Company: Insurance Agent /Retirement Advisor**

**2010 - 2016**

- Provided 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 their ongoing needs.

**Nice & Neat Cleaning Services, Inc.: Small Business Founder & Owner**

**1997 - 2018**

- 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.

- Reengineered 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**

**2005 – 2006**

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

#### **Education**

College Unbound	Providence, RI. 2018
BA in Organizational Leadership & Change	
Community College of Rhode Island	Lincoln, RI. 2009
Management Certificate	
University of Lima, Lima Peru	Lima, Peru. 1984
Marketing Certificate	

#### **Community Involvement**

- Retirement Board for the City of Providence. Board member 2015 – 2019
- Centro Cultural Andino: Board Member and Treasurer 2007 – Present
- Latino Leadership Institute (LLI): Program coordinator and instructor 2014 – 2016
- Brotherhood of the Lord of Miracles: Treasurer 2013 – 2015
- Gateway Health Care Realty Board: Board member and Secretary 2007 – 2011
- Rhode Island Latino Political Action Committee: Board member and Treasurer 2000 – 2006
- Rhode Island Latino Civic Fund: Board member and Treasurer 2002 - 2006

#### **Seminars and 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