



Mayor of Providence

Brett P. Smiley

April 28, 2023

Honorable Members
Providence City Council
City Hall

Dear Honorable Members:

Pursuant to Section 302(b) of the Providence Home Rule Charter of 1980, as amended, Ordinance 2017-4, and Public Law, Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day appointing Stephany R. Lopes, of 144 Taunton Avenue, East Providence, RI 02914, as the License Administrator/Registrar of Vital Statistics, and respectfully submit the same for your approval.

Sincerely,


Brett P. Smiley
Mayor

IN CITY COUNCIL
JUN 01 2023

READ AND DENIED WITHOUT PREJUDICE

 CLERK

STEPHAN Y LOPES

DIRECTOR OF LICENSING & CITY REGISTRAR

SUMMARY

Expert in government management with over 6 years of experience managing complex, time-sensitive functions from coordinating emergency public safety hearings to developing and deploying new business development tools.

EDUCATION

BACHELORS DEGREE
Rhode Island College | 2015
Healthcare Management

SKILLS

| Professional
Process Improvement
Communication
Organizational Management
Customer service
Interpersonal
Team Leadership & Management
Willingness to Learn
Public Speaking
Networking
Emotional Intelligence

WORK EXPERIENCE

DIRECTOR OF LICENSING / CITY REGISTRAR

City of Providence | 2021-Present

Oversees the daily operations and budget for two public facing, high volume municipal departments; directs process improvement and change management strategies; responds to public record and media request; hire and coach staff; prepares annual budget; convene all public safety emergency hearings; maintain compliance with state and federal regulations; engages with stake holders (community groups, city and state elected officials and departments)

Key Accomplishments:

- Revised over 20 different application types by mapping workflows, reviewing legal requirements, and identifying improvement targets
- Redesigned back-end user programming to eliminate staff hours on dockets and minutes for the Board of Licenses
- Revised the Rules and Regulations for the Board of Licenses
- Established and maintained cross departmental relationships with police, fire, and other internal city departments

DEPUTY DIRECTOR OF LICENSING

City of Providence | 2019-2021

Assisted in the management of two departments (union and non-union; supervised daily office operations including enforcing protocol and procedures while addressing technical needs across two departments; prepared and edited all hearing dockets and minutes in accordance with the open meetings act; acted in the absence of the Director representing the Board of Licensing at hearings, community meetings, and special event permitting reviews

Key Accomplishments:

- Supported the successful launch of the IDPVD municipal identification program which to date has issued over 2,000 IDs
- Established and online e-licensing system digitizing over fifteen license types to streamline the process for local businesses
- Created and implemented remote operations for all functions of Vital Records and Licensing to ensure service and consistency throughout the Covid-19 pandemic.

ENTER YOUR JOB TITLE HERE

Company Name / 2015-2016

Make sure to save this resume as a PDF! Some companies would specifically ask for word documents only then save it as such otherwise always save as a borderless PDF

STEPHANY LOPEZ

DIRECTOR OF LICENSING & CITY REGISTRAR

SKILLS

| Technical

Microsoft Word

Microsoft Excel

Outlook

Lawson

Viewpoint

Minutetraq

Asana

Govern

REFERENCES

AVAILABLE UPON
REQUEST

WORK EXPERIENCE CONTINUED

EXECUTIVE ASSISTANT TO THE CHIEF OF STAFF

City of Providence | 2016-2018

Provided high level administrative support to the Chief of Staff and the Mayors Office; managed peripheral responsibilities, streamlined processes and direct other members of leadership so that the executives can tend to the most pressing and important duties; scheduled all internal and external meetings; coordinated travel arrangements; served as a liaison between the Mayors office and a wide variety of vendors; oversaw all requisitions, payments, and purchase orders for the office

Key Accomplishments:

- Developed and maintained a new tracking system for all sponsorship and ad requires and cross departmental team meetings
- Created a unique process for employee payroll submission

ACHIEVEMENTS & CERTIFICATION

LEAN SIX SIGMA INSTITUTE FOR HEALTHCARE
Black Belt IMPROVEMENT (IHI)
Open School for Quality Improvement
(all courses)

RHODE ISLAND MUNICIPAL
LEADERSHIP ACADEMY