



Mayor of Providence

Jorge O. Elorza

May 5, 2021

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, Chapter 207-4, § 58, and Public Law, Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day appointing Stephany R. Lopes, of 15 Mary Avenue, East Providence, RI 02914, as the Administrator/Registrar of Vital Statistics, and respectfully submit the same for your approval.

Sincerely,

A handwritten signature in black ink, appearing to be "J. Elorza", with a horizontal line extending to the right.

Jorge O. Elorza
Mayor

IN CITY COUNCIL
JUN 17 2021

READ
WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED AND APPROVED

A handwritten signature in blue ink, appearing to be "Karin Bellon", followed by the word "CLERK".

Stephany R. Lopes

EXPERIENCE

Deputy Licensing Director | City of Providence, Office of Licensing & Vital Statistics

OCTOBER 2018-PRESENT

- ❖ Supports management of a staff of eight and supervises daily operations of office including enforcing protocol and procedures while addressing technical needs across two departments
- ❖ Acts in the absence of the Administrator representing the Board of Licenses hearings, special event permit meetings and community meetings in addition to staff support
- ❖ Manages 460+ liquor license renewals annually and in accordance with City and State law
- ❖ Provides administrative support for the Vital Statistics department which includes oversight of creation and retrieval of marriage licenses, birth certificates and death certificates within the City of Providence
- ❖ Supported the successful launch of the IDPVD municipal identification program which to date has issued over 2,000 IDs
- ❖ Prepares and edits all hearing dockets and minutes in accordance with the Open Meetings Act reviewing submitted documents for accuracy, completeness and compliance with standards and practices
- ❖ Established an online e-licensing system digitizing over fifteen license types to streamline the process for local businesses
- ❖ Maintains the departments' records management system by properly storing, disposing, and preserving Licensing and Vital Statistics documents and records in accordance with the City and Secretary of State's record retention schedules
- ❖ Provides support in the preparation and administration of department budget and assists with monitoring expenditures including all requisitions and payments for both departments
- ❖ Ensure customer needs are consistently and expeditiously achieved and develop and execute additional staff training as necessary

Executive Assistant to the Chief of Staff | City of Providence, Office of Jorge O. Elorza

SEPTEMBER 2016 – OCTOBER 2018

- ❖ Provided high-level administrative support to the Chief of Staff and the Office of Mayor Jorge O. Elorza including scheduling
- ❖ Coordinated all travel and record keeping for staff and Mayor and developed a new tracking system that streamlined existing procedures and records
- ❖ Served as a liaison between the Mayor's Office and a wide variety of vendors (i.e. W.B Mason, JoePel, RICOH, and Nestle Waters) and maintained all orders
- ❖ Conducted research to prepare, gather and proof briefing materials, agendas and planned travel arrangements for all conferences/seminars in

SKILLS

Dynamic administrative professional with a wide range of organizational and system management skills.

An unwavering attention to detail and experience working with clients and customers in a wide range of settings.

A passion for quality, ingenuity and authenticity.

CERTIFICATIONS

Institute for Healthcare Improvement (IHI) Open School for Quality Improvement (All Courses)

Lean Six Sigma Certification (Black Belt)

EDUCATION

Rhode Island College
Providence, RI
B.S. Healthcare Administration
2012 - 2016 3.35 GPA

St. Mary Academy Bay View
East Providence, RI
High School Diploma
2007- 2011 3.4 GPA

REFERENCES

Available Upon Request

advance

- ❖ Oversaw all requisitions for the Mayor's office which included receiving on all purchase orders and processing direct payments for purchases and services provided to the Mayor's office and staff
- ❖ Revamped and maintained a unique process for all employees to submit payroll
- ❖ Developed and maintained a new tracking system for all requests for sponsorships/ads, and cross departmental team meetings

Patient Access Representative | Bradley Hospital

FEBRUARY 2016 – SEPTEMBER 2016

Former Intern with the Office of the CEO

- ❖ Prepared and completed all pre-admission paperwork and consent forms for all incoming patients
- ❖ Processed all inpatient, partial, and outpatient requests for services from external agencies, families, and community professionals
- ❖ Collected and verified all levels of mental health benefits from insurance companies and obtained authorization for inpatient and outpatient services
- ❖ Identified and rectified inconsistencies and discrepancies in EMR documentation
- ❖ Collected all co-pays and deductibles as part of duties

Certified Nursing Assistant | Assisted Daily Living

FEBRUARY 2013 – SEPTEMBER 2016

- ❖ Coordinated all activities of daily living for patient including patient care, transportation and coordination of medical appointments
- ❖ Maintained accurate records of patient care as well as documentation of progress and/or concerns regarding current medical care
- ❖ Provided over 25 patients with direct care support during employment including one client who was served for the full three years of service
- ❖ Ensured a soothing, safe, and clean environment during all visits for all clients