



Mayor of Providence

Jorge O. Elorza

April 5, 2017

Honorable Members
Providence City Hall
City Hall

Dear Honorable Members:

Pursuant to Sections 302(b) and 415 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 Donna M. Andrews of 903 Providence Place, Providence, Rhode Island, 02903, as a member of the Salary Review Commission, for a term to expire January 1, 2019, and respectfully submit the same for your approval. Ms. Andrews fills a current vacancy on the Commission due to a term expiration.

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

APR 20 2017

READ

WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED AND APPROVED

A handwritten signature in black ink, appearing to be "Donna M. Andrews", followed by the word "CLERK".

Donna M Andrews

PROFESSIONAL PROFILE

A seasoned, highly motivated REALTOR® professional with a successful CEO role within the REALTOR® organization. Recognized for dedication and tireless commitment to the association.

PROFESSIONAL STRENGTHS

- Forward Thinking • Exceptionally Organized • Motivational • Team Building and Leadership
- Curriculum Development • Strategic Planning and Implementation • Effective and Clear Communication • Quality Service • Goal Oriented

CURRENT POSITION

2015-Present – CEO – Greater Providence Board of REALTORS®, Providence, RI

2015-Present - CEO - Northern Rhode Island Board of REALTORS®, Cumberland, RI

2015-Present - CEO - Rhode Island Commercial and Appraisal Board of REALTORS®, Providence, RI

PROFESSIONAL SKILLSET

- Skilled in developing, facilitating and implementing association-driven policies, procedures, and programs.
- Skilled in timeliness of response as well as knowledge and comprehension of the most minute details
- Ensures that the Board is effectively communicating with its members
- Extensive financial management and budget administration skills across differing formats and objectives.
- Assisted with the implementation of strategic alliances to facilitate a shared services agreement for three local REALTOR® Associations, reducing overall costs while enhancing services.
- Skilled in seeking opportunities to promote the REALTOR® brand through the use of National Association of REALTORS® initiatives including: Smart Growth Grants; Housing Opportunity Grants and REALTOR® Party Support.
- Facilitates successful outreach and growth with partnered-industry affiliate relationships.
- Extensive experience with REALTOR® Political Action Committee (RPAC) fundraising. (Sterling R)
- Outstanding leadership and motivational skills.
- Excellent communications skills (written/verbal)
- Ability to take on tasks unexpectedly and have ability to control time management of multi-tasking efficiently and accurately.
- Receptive to positive change, adaptation to new directions and flexible outlook on shifting paradigms.

PROFESSIONAL MEMBERSHIPS AND LEADERSHIP

- Member – Real Estate Buyers Agency Council
- Member- Green Resource Council
- Member – ne/sae (New England Society of Association Executives)

- Member – Greater Providence Chamber of Commerce
- Member – Northern Rhode Island Chamber of Commerce
- Registered Lobbyist – City of Providence, RI
- 2015 President - Greater Providence Board of REALTORS®
- 2012 President - Rhode Island Young Professionals Network
- 2015-2016 NAR Housing Opportunities Committee Member
- 2012-2014 Chair-Greater Providence Board of REALTORS® Housing Opportunities Committee

AWARDS AND RECOGNITIONS

2012 Greater Providence Board of REALTORS® – REALTOR® Of The Year
 2011 REBAC (Real Estate Buyers Agency Council) Hall of Fame Inductee
 2010 Lear Award recipient -The highest award bestowed by the Greater Providence Board of REALTORS® for outstanding commitment
 1997 Brown University - Certificate of Recognition for service to Johnson & Wales University and the curriculum development process known as DACUM
 Bank of Boston-Private Bank Operations- 2 Service Excellence Awards - December 1993 & April 1994
 Bank of Boston-Private Bank Operations- 4 Service Stars Recognizing Excellent Customer Service-1993 & 1994
 Rhode Island Hospital Trust National Bank – Letter of Recognition for Special Effort - Taking ownership of a problem for accounts that required special handling-1981

EDUCATION/CERTIFICATION:

2006 Certified New Homes Specialist
 2006 Certified Negotiation Specialist
 2007 Certified Home Marketing Specialist
 2011 Graduate of the Greater Providence Board of REALTORS® Leadership Academy
 2013 e-PRO Certified

LICENSES/DESIGNATIONS:

- Graduate, REALTOR® Institute (GRI)
- Accredited Buyer's Representative (ABR)
- NAR's Green (GREEN)

EMPLOYMENT HISTORY

2005-2015 - REALTOR® Reliable Realty Group, LLC, Cumberland, RI/Independent Contractor

2002-2008 Manicurist/Sole Proprietor

1999-2002 Controller – Ocean Mitsubishi, Warwick, RI
 Summary of Duties: Overseeing the entire dealership. Handling payroll , benefits and monthly/yearly financial statements along with hiring, conducting reviews and terminations.

1998-1999 Home & Auto Insurance Customer Service Representative – AAA Southern New England, Providence, RI

Summary of Duties: Day to day tasks of processing insurance claims and assisting customers with obtaining coverages. All other office administrative and accounting duties

1995-1998 Security Officer – Brown University Police and Security, Providence, RI
Summary of Duties: Serving and protecting the Brown University campus along with initiating a Community Policing Initiative, a Facilitator for the Dean of the College Freshman Class Meeting III on Pluralism & Diversity 1998

1981-1995 Product Services Specialist – RI Hospital Trust/Bank Of Boston, Providence, RI
Summary of Duties: Managed day-to-day activities of Private Bank Operations. In preparation of the conversion to a new trust system, I took on the special task of auditing the trust vault and reformatting the long titles of thousands of trust accounts. I also traveled to Boston for 2 months to train on the new system and in turn trained the other remittance processing staff members.

Personal Overview

Interests

Cooking/Baking and Entertaining, Travel

Political Involvement, Community Service and Fund-raising

Singing, Dancing, Golf, Walking

Avid reader – Historical, political, non-fiction, fiction, motivational and inspirational