

[REDACTED]  
[REDACTED]  
August 19, 2021

Somerville City Hall  
93 Highland Ave  
Somerville, MA 02143

Dear City Hall Personnel Office:

My name is Bernabe Rodriguez and I am currently the 311 Manager for the City of Chelsea. I have spent the past 4 years as an employee for the City of Chelsea in several roles. I would love to apply my knowledge and experience to Somerville City Hall, especially at the Assistant City Clerk position.

I believe that my experience at Chelsea City Hall has aligned me as a strong candidate for this position. This past year and a half I have helped create and manage our 311 Department. With this department we have been able to ensure our residents are getting their questions answered while making it much easier for our City Hall staff to focus on our residents in City Hall. I have been able to manage this department during the current pandemic, which brought on a massive increase in call volume. It has also brought on a lot of unpredictability in regards to resources and services the city has to offer. I have been able to strengthen my collaborative skills with many departments in City Hall. This has consisted of constant collaboration and communication with department heads such as the City Manager, DPW Commissioner, the City Clerk, the Director of ISD, and the Chief of Police. This has allowed me to gain knowledge on how processes occur within these departments in order to provide the best service to our residents. I have been able to have a role in a lot of the services the city offers in one way or another; and I hope to be able to have the opportunity to assist the City of Somerville and its residents by applying my experience at the City Clerk Department.

Complementing my current experience with 311, I have also had direct experience assisting our City Clerk Department. In the past I have assisted the City Clerk with the issuance of marriage licenses/certificates, birth certificates, and death certificates. I also have assisted in the issuance of business and dog licenses. My daily duties also consisted of over the phone and in person customer service. In my current position, the City Clerk Department is very much our most popular topic. This has become a topic and department that I must stay on top of in order to provide the best service to our residents. I am also constantly up to date with our City Council meeting agendas and minutes in order to provide residents proper information. In turn my extensive experience and knowledge will provide value at the Assistant City Clerk position.

Attached please find my resume for your review. If you would like to contact me, you may reach me at [REDACTED]. I would welcome the opportunity for an interview to further discuss how I can add value to Somerville City Hall. Thank you for your time and consideration. I hope to have the opportunity to discuss the position and my qualifications further with you in the near future.

Sincerely,

Bernabe Rodriguez

## Bernabe Rodriguez

. Cell: [REDACTED]. Email: [REDACTED]

### EDUCATION

---

**Bentley University**, Waltham, MA

Bachelor of Science, Business Management, Minor in Accounting May 2017

**Boston College High School**, Boston, MA, May 2013

### EXPERIENCE

---

**DEPARTMENT OF PUBLIC WORKS**, Chelsea, MA

10/2019- Present

*311 Manager*

- Researched and collaborated to create the 311 Dept. in Chelsea
- Hired and managed a team of 4+ employees
- Management of intake of calls of up to 400 a day.
- Direct communication with residents on a daily basis via phone, email and in person
- Supervision of QAlert software
- Collaborated with department heads to ensure completion of work orders and projects
- Constant collaboration with the City Clerk in regards to the parking program, vital records, business licenses and more.
- Managed specific resident cases regarding assistance from the city such as rental/housing assistance.
- Dealt with phone calls during pandemic regarding food, testing, vaccines and other various resources.
- Dealt with the intake of residents into hotel placement due for isolation and other emergency cases.
- Participation in board/commission meetings
- Deep understanding of most functions of each department in City Hall

**CHELSEA CITY HALL OFFICE OF THE CITY MANAGER**, Chelsea, MA

06/2017- 10/2019

*Executive Assistant*

- Direct communication with residents on a daily basis via phone/email/ in person
- Assisted the City Manager with any day to day duties
- Management of department payroll/budget/attendance/schedules
- Creation and translation of flyers/handouts for residents
- Collaborated with other departments on separate projects such as the City Budget

**CHELSEA CITY HALL CLERK OFFICE**, Chelsea, MA

06/2011- 2017

*Seasonal Assistant/Intern*

- Front window and over the phone customer service in regards to the parking and city clerk services
- Assistance with issuance of marriage, birth and death certificates
- Assistance with issuance of business certificates
- Monthly payment of bills for the parking department
- Assist in renewal of parking program including dealing with vendor for printing of parking permits/passes
- Assist with parking ticket hearings and decisions
- Helped oversee department while city clerk was on maternity leave

### LINGUISTIC SKILLS

---

Fluent in Spanish

### TECHINCAL SKILLS

---

Proficient in Microsoft Word, PowerPoint, Excel and Outlook. Experience with Adobe Creative Suite.

Experience with Social Media sites/apps. Experience with Munis. Some experience with SAP ERP system