

ORSOLA SUSAN FONTANO

, Somerville, MA 02145

20281  
Sof3

### Summary of Qualifications

Extensive administrative and finance experience in public, private and non-profit organizations  
Knowledgeable in research and entrepreneurial activities  
Maintained excellent professional relationships with business clients and city officials  
Excellent ability to instill value and integrity for boards and commissions of which I have served  
Above average Teamwork, Organizational, Interpersonal and Communication Skills

### WORK EXPERIENCE

1977 – Present: Nefertiti Hair Salon – Salon Partner/Operations Manager

Prepare payroll/taxes on a weekly basis, file and administer tax revenues, manage all finances  
Manage all inventories, both professional and retail  
Hire, manage supervise staff, conduct performance reviews, etc.

1981 – Present: Up,Up & Away Balloons – Owner/Operator

Researched industry & Government Regulations to establish successful retail business  
Generate business through sales, marketing, and customer service and customer outreach  
Manage all inventory and finances

1968 – 1977 Lechmere Sales Company

Promoted from part time Sales Clerk to Executive Secretary to the Store Manager.  
Control Office Manager. Store Finance Manager.

1967 – 1973 Harvard University

Comptroller's Office, Posting billing etc.  
Office of the President, Implemented transition from manual to computer systems through  
Research, programming and hands-on application.

1966 – 1967 Harvard Trust Bank

Executive Secretary to Branch Manager

### EDUCATION

1977 – Present Various Industry/Business seminars

2011 – Somerville Adult Education—Computer Application

1971 – 1973 Various courses and seminars relating to IBM –EMA equipment

1969 - Bunker Hill Community College – Accounting and Bookkeeping

1966 – Somerville High

202281  
2 of 2

## AFFILIATIONS

### PRESENT

Somerville Zoning Board of Appeals (Chair)  
Somerville Arts Council  
Somerville Council on Aging  
Somerville Election Department  
Mayor's Picnic  
Toys for Local Children  
Misc. Civic & Religious Programs & Events within the Somerville & Lexington Communities

### PAST

Somerville Historic Preservation Commission  
East Somerville Main Streets (founding President)  
East Somerville Streetscapes Committee  
All America City Award Winning Delegation Committee  
Ward 1 Enhancement Committee (Chair)  
Mayor's Task Force Assembly Square Revitalization Program (Mayor Capuano)

## CITATIONS & AWARDS

Citation from Mayor Curtatone & Board of Aldermen (President ESMS)  
Certificate of Appreciation East Somerville Main Streets  
Citation from Mayor Curtatone & Board of Aldermen (All America City)  
Certificate of Appreciation East Somerville Community School  
Certificate of Appreciation Toys for Local Children  
City of Somerville Outstanding Citizen Award (Ward 1, Democratic Comm.)  
Somerville Historic Preservation Commission Director's Award  
Certificate of Appreciation Somerville Garden Club