

Somerville, MA 02145

# Kimberly M. Wells

## Education

September 2024 – anticipated December 2028, Northeastern University, Boston, MA  
**Doctor of Education, Workplace Learning Concentration**

November 2022 – February 2023, Boston University, Boston, MA  
**Certificate in Paralegal Studies**

September 2019 – May 2022, University of Massachusetts, Boston, MA  
**Graduate Certificate, Conflict Resolution and Mediation**

May 2010 – January 2018, Suffolk University, Boston, MA  
**Master of Public Administration**  
**Master of Science, Political Science, Professional Politics Concentration**  
Pi Alpha Alpha, Public Management Honor Society  
Pi Sigma Alpha, Political Science Honor Society

August 1998 – May 2002, St. Michael's College, Colchester, VT  
**Bachelor of Arts, Political Science**  
**Bachelor of Science, Business Administration, Marketing Concentration**  
Magna cum laude  
Delta Epsilon Sigma, Catholic Honor Society  
Pi Sigma Alpha, Political Science Honor Society

## Work Experience

July 2021 – present, City of Somerville, Somerville, MA  
**City Clerk**

- set strategic direction for the Clerk's office and collaborate with the City Council President to implement the City Council's priorities
- prepare budgets and manage approximately \$1.6M in revenues and \$1.5M in expenses for four functional areas: the City Clerk's Office; the Clerk of Committees; the Licensing Commission; and the City Council
- oversee a team of 21, including both union and non-union staff, full-time and part-time staff, and in-person and remote staff across various functional and subject areas
- develop and implement training for citywide systems – legislative management, electronic records, licensing, and ordinance management
- develop and implement training for citywide processes – City Council, licensing, meeting management, Open Meeting Law, Parliamentary procedure
- manage and provide technical assistance for municipal archiving activities citywide, including all digital and physical records
- manage the issuance of birth, marriage, and death certificates, dog licenses, business certificates and certified copies of municipal documents
- manage the issuance of business licenses, alcohol licenses, and marijuana licenses awarded under local ordinances and/or State laws
- research, review and implement ordinances, laws and regulations
- maintain and certify the City Charter as amended, the Code of Ordinances as amended and other municipal documents
- serve as Clerk to the City Council, attending all regular and special meetings, arranging public hearings,

preparing meeting agendas and meeting minutes, maintaining all records thereof, acting as Parliamentarian and researching legislative histories and other matters as the City Councilors may request

October 2012 – June 2022, Edward J. Collins, Jr. Center for Public Management, Boston, MA

**Associate, Public Services Manager, Senior Government Services Specialist**

- managed associate, analyst, and graduate assistant staff in the Information Technology, Analytics, and Constituent Services practice areas
- project managed software implementation, including liaising with vendors and training staff
- facilitated community-wide visioning sessions and reconciled various stakeholder needs
- provided support for municipalities and government entities to collect, analyze, and organize data
- facilitated discussion among Mayors, City Managers, Department heads, and other municipal leaders to determine best practices
- identified strategic and operational issues and the data needed to understand and address them
- trained staff on proper data collection, data management and software use to optimize analyses

January 2019 – July 2021, City of Somerville, Somerville, MA

**Assistant Clerk of Committees**

- prepared and posted minutes for each meeting of the Committees of the City Council within one day
- prepared correspondence and maintained a record of items of business before each Committee, including City Council orders, resolutions and ordinances
- ensured adherence to the Open Meeting Law, the Rules of the City Council, and Robert's Rules of Order
- posted notifications of Public Hearings in accordance with legal requirements
- produced audio and/or video recordings of all Committee meetings

September 2006 – January 2015, J.Crew, Various, MA

**Wedding Specialist, Associate Store Manager, Lead Cashier**

- created, implemented, maintained and provided training for operating systems for the Special Occasions business, including appointment scheduling, client communication, and information tracking
- hosted client appointments and provided knowledge of all Special Occasions styles, fit, and fabrications
- cultivated relationships with clients to generate continued business relationships for the company
- coached and developed associates to provide the highest quality of service and store standards
- partnered with personal shoppers and local organizations to organize in-store events to drive traffic and increase sales
- promoted store growth and development through ownership of Human Resources, Operations, and Training departments of responsibility
- created effective schedules to maximize service and productivity levels

June 2006 – September 2013, Plymouth Rock Assurance, Boston, MA

**Claims Analyst**

- performed monthly audits of legal bills and processed exceptions
- acted as a liaison between the company and the Automobile Insurers Bureau (AIB) to ensure continued accuracy in data reported
- implemented a medical bill audit program into company workflow by performing cost benefit analysis of audit programs, creating a test company and auditing bills to assess efficiency and effectiveness
- worked with various departments to create an automated system for processing intra-company legal bills
- trained and supervised 25 staff members to complete a three-year backlog in AIB reporting in approximately six months
- organized a policy review process to identify improper information and initiated a process to recover excess funds due
- recruited, hired, and trained a team to assist with the policy review process

**Software**

General: Microsoft Office 365; GoToMeeting; Zoom; Adobe Acrobat

Legislative: InstaTrac; MinuteTraq; Legistar

Constituent/Government Services: QAlert; SeeClickFix; Citizenserve; Mobile311; Cartograph; SchoolDude; PermitEyes; Laserfiche; Preservica

## Professional Licenses and Affiliations

Commonwealth of MA, Real Estate Salesperson, issued 2006

Project Management Professional, Project Management Institute, issued August 2022

Certified Parliamentarian, American Institute of Parliamentarians, issued July 2024

Registered Parliamentarian, National Association of Parliamentarians, issued August 2024

Certificate of Nonprofit Board Management, BoardSource, November 2024

## Volunteer and Professional Organizations

2020 – present, Elizabeth Peabody House

**Treasurer 2021-present**

2014 – present, Mansard Place Condominium Trust

**Treasurer**

2013 – present, Junior League of Boston

**Board Member At-Large, Board of Directors 2024-present**

**Director of Nominating, Board of Directors 2022-2024**

**New Member Program Manager 2020-2022**

**Secretary, Board of Directors 2018-2020**