

Somerville, MA 02145

Kimberly M. Wells

Education

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

Related Experience

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

Public Services Manager, Senior Government Services Specialist

- project manage software implementation, including liaising with vendors and training staff
- facilitate community-wide visioning sessions and reconcile various stakeholder needs
- create strategic plans, focusing on goals and action items
- provide support for municipalities and government entities to collect, analyze, and organize data
- facilitate discussion among Mayors, City Managers, Department heads, and other municipal leaders to determine best practices
- identify strategic and operational issues and the data needed to understand and address them
- train staff on proper data collection, data management and software use to optimize analyses

July 2018 – present, Junior League of Boston, Boston, MA

Secretary-Elect (volunteer)

- prepare agendas, take and distribute meeting minutes for Executive Management Team meetings
- in Secretary's absence, serve as the recording secretary for the Board of Directors: maintaining meeting minutes, adhering to Robert's Rules of Order, and keeping time
- manage Secretary's Council members
- plan, organize, and execute three (3) annual meetings per year

January 2012 – May 2012, Charles Group Consulting, Boston, MA

Government Affairs Intern

- researched and analyzed policy positions
- identified legislative champions to advocate for client needs
- acted as a liaison between various stakeholders to generate desired outcomes in policy creation
- utilized the budget process to identify funding sources and secure funding for clients
- engaged in business development through drafting proposals for new client acquisition
- drafted memos to clients, as well as from clients to legislators
- drafted written testimony, talking points, fact sheets, advances, and other communication for hearings and advocacy efforts

- identified and tracked relevant legislation for clients and maintained communication to keep clients apprised
- assisted in legislative and fundraising event planning and coordination, including communicating with legislative staff to schedule meetings on behalf of constituents
- attended committee hearings and legislative events

Other Experience

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
- recruited top talent for positions within the market
- 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

September 2012 – November 2012, Project Bread, East Boston, MA

Holiday Campaign Associate

- conducted prospect research and recruit teams for the Strike Out Hunger Bowl-a-thon
- managed event registration information and responded to customer service requests
- coordinated promotional mailings and materials for Spoons campaign
- oversaw fulfillment of Gift List requests
- tracked and reported expected revenue from campaign

October 2011 – January 2012, Executive Office of Energy and Environmental Affairs, Boston, MA

Fellow, Office of Policy

- designed and created an Access database for water use data
- coordinated with the Department of Conservation and Recreation (DCR), the Department of Environmental Protection (DEP), and the Office of Geographic Information (MassGIS) to locate, verify, and transfer relevant data into database from other records
- researched water conservation and use practices in Massachusetts communities
- analyzed data regarding water use at a community and at a watershed level
- acted as a liaison between the EOEEA and the DCR to provide updates on database design development to ensure that all relevant data was represented effectively
- attended and provided research support for Sustainable Water Management Initiative meetings and Water Resource Commission meetings

September 2003 - June 2006, American Eagle Outfitters, Various, MA

Assistant Manager, Store Manager

- oversaw the creation of a new store, including hiring and training permanent and temporary staff and constructing fixtures and store layout
- hired, supervised and trained staffs of 3-6 managers and 40-100 associates
- partnered with operations manager to ensure effective scheduling and allocation of payroll hours
- mapped and executed placement of new merchandise on a monthly basis
- partnered with merchandising manager to ensure proper marketing and markdown optimization
- created a customer service oriented atmosphere to maintain a position as district and region leader in all areas of the business
- consistently exceeded store sales goals

Software

General: Microsoft Office; InstaTrac

Constituent/Government Services: SeeClickFix; Mobile311; SchoolDude; QAlert

Fundraising: Convio; The Raiser's Edge

Scheduling: TimeTrade; Staffworks

Insurance: ProLaw; NetMap for Claims

Professional Licenses

Commonwealth of MA, Real Estate Salesperson

Volunteer and Professional Organizations

September 2017 – present, Strong Women Strong Girls
Strong Leaders Network Mentor

June 2014 – present, Mansard Place Condominium Trust
Treasurer

July 2013 – present, Junior League of Boston
Secretary-Elect, Membership Advisor, Community Service Council

2015 – 2016, Dress for Success Boston
Boutique Stylist, Professional Women's Group Mentor

February 2015 – October 2015, City of Somerville Sustainable Neighborhoods Working Group
Resources Subcommittee Member

August 2015 – December 2015, The Welcome Project
Teacher, English to Speakers of Other Languages