



JAMES J. FIORENTINI  
MAYOR

**CITY OF HAVERHILL  
MASSACHUSETTS**

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March 29, 2012

City Council President John A. Michitson  
& Members of the City Council

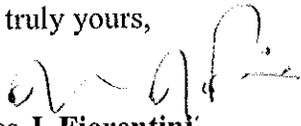
**RE: Mayor's Downtown and Waterfront Master Planning Committee**

Dear Council President & Members of the City Council:

I hereby appoint Eva Montibello of 57 5<sup>th</sup> Avenue and Daphnee Alva of 40 Locke St. #408, to the Mayor's Downtown and Waterfront Master Planning Committee:

These are non-confirming appointments which take effect immediately.

Very truly yours,

  
**James J. Fiorentini**  
Mayor

JJF/lk

Cc: William Pillsbury  
Eva Montibello  
Daphnee Alva

# Daphnee Alva

40 Locke Street Apt. #408 Haverhill, MA. 01830  
786-942-0970 - Msalva112@hotmail.com

## SUMMARY OF QUALIFICATIONS:

- Over four years combined experience in accounts receivables and finances
- Lead trainer for Cerner System. Set accounts encounter and trained to new database
- Efficient time and deadline management skills
- Excellent communication and interpersonal skills

## EDUCATION:

Dec 2011 Florida International University, School of Hospitality and Tourism Management, Miami, FL  
Bachelor of Science Degree in Hospitality Management. Event Planning Certificate.

July 2008 Broward College, Davie, FL  
Associate of Art degree in Pre-Nursing

## EXPERIENCE:

Jan 2006-Present **Outpatient Finance Associate, Jackson Memorial Hospital, Miami, FL**  
Coordinate all authorizations and outpatient referrals. Provide efficient collection, demographic, and financial information. Analyze open receivables to ensure viewers to contract terms, federal regulations, and policies and procedures. Complete financial screening and pre-registration on phone interview with patients. Manage necessary action of billing inquiries to insurance and patients. Facilitate issuance of clinic cards for patients prior to appointments. Interact with internal and external business partners to resolve account receivable issues. Maintain open communication with the Patient Services Center Coordinator.

April 2004-Jan 2006 **Admitting Patient Finance Associate, Jackson Memorial Hospital, Miami, FL**  
Handled registration and preadmission procedures accurately. Maintained admit and outpatient log. Managed patient valuables and provided patient/visitor information.

April 2003-April 2004 **Clerk I, Jackson Memorial Hospital, Miami, FL**  
Coordinated and distributed routine work to supportive personnel following guidelines and procedures. Made appointments and screened visitors. Handled telephone and routed calls in a courteous and friendly manner. In charge of office memos, correspondence, purchase requests, forms schedules and compiled data for reports.

Aug 2002-April 2003 **Teller. Wachovia Bank/ Formerly SouthTrust Bank**  
Processed face-to-face financial transactions such as: check cashing, withdrawals, and deposits. Balanced cash drawers and assisted customers with product information. Exceeded service goals by minimizing customer wait times and accurately and efficiently processing transactions. Excelled in superior customer service skills. Audited monthly safe deposit boxes.

## SKILLS:

Languages: Fluent in French and Creole. Conversational Spanish.  
Computers: Proficient in MS Office, Internet Research, Outlook, Revenue Cycle Compass

## COMMUNITY INVOLVEMENT:

- Fund Raising for March of Dimes 2006-2010
- Fund Raising for Juvenile Diabetes Walk
- Event Coordinator for Care of Sick Newborn
- Vendor Associate for Gilt City