



Eileen Donoghue
City Manager

February 28, 2020

Mayor John J. Leahy
and
Members of the City Council

RE: Appointment; Lowell Commission on Disability

Dear Mayor Leahy and Members of the City Council:

Pursuant to the authority vested in me as City Manager under Chapter 75 of the Acts of 1983, Mass. G.L. Ch. 40 §8J and Code of the City of Lowell Chapter 9, Article IX, §9-28, I am appointing Erica Harvey of 120 Crosby Street, Lowell, MA 01852 to the Lowell Commission on Disability which term shall expire March 3, 2023, or such time thereafter until a successor is appointed and qualified.

Under the above-referenced ordinance, confirmation by the City Council is required and is hereby requested.

I have included her resumé for your review. I would be happy to answer any inquiry you may have concerning this appointment.

Very truly yours,

Eileen M. Donoghue
City Manager

EMD:boards

Encl.

cc: City Clerk
Lowell Disability Com.
MIS
Law Dept.
City Auditor
Human Relations

Erica Harvey

120 Crosby Street Lowell, MA 01852 | [REDACTED]

Objective

- To obtain a position on the board to continue to advocate for disabled people.

Education

BACHELOR OF FINE ARTS | 2008 | NEW HAMPSHIRE INSTITUTE OF ART

- Major: Ceramics
- Minor: Photography and Early Childhood Education

Skills & Abilities

COMMUNICATION

- I thrive in teams, I am a great listener and not afraid to voice my suggestions.

LEADERSHIP

- Outside of work, I'm a Unified Partner for Special Olympics which helps me find creative solutions to leading people of varying backgrounds / skills.
- I've led a variety teams in fundraisers, always reaching our goals

Experience

LOGISTICS CORDINATOR | CAPSULE TECHNOLOGIES | AUGUST 2015 - CURRENT

- Completed necessary documentation for HazMat shipments (IATA certified 2018)
- Creating shipping documents using Adobe PDF
- Monitored inventory levels to ensure stock matched forecasted needs
- Performed inventory audits at 3PL

PERSONAL CARE ASSISTANT | WAYFAIR (FORMALLY CSN STORES) | AUGUST 2013 – SEPTEMBER 2014

- Scheduled appointments, assisted with prescriptions
- Personal care; cooking, cleaning, transportation, etc

LOGISTICS | WAYFAIR (FORMALLY CSN STORES) | AUGUST 2013 – AUGUST 2015

- Coordinating deliveries as a third party between couriers and customers; contacting through email and phone
- Maintaining an Excel document to track shipments in progress
- Creating shipping documents using Adobe PDF
- Extensively minimizing extraneous costs to the company by reducing shipments' storage costs and collecting customer incurred debts for upgraded shipments or changes in address

CUSTOMER SERVICE | WAYFAIR (FORMALLY CSN STORES) | SEPTEMBER 2010 – AUGUST 2013

- Responding to incoming emails and live chats for return / exchange, product and delivery questions
- Making and receiving calls to / from manufacturers, warehouses, couriers and customers
- Scheduling meetings with superiors and coworkers
- Coordinating special projects and presentations using spreadsheets and PowerPoint
- "New Hire Buddy" – Met with incoming employees to introduce the company culture, show them the area and answer any questions

CASHIER | MURRAY'S LIQUORS | FEBRUARY 2010 - CURRENT

- Assisting customers with selection, upselling and ringing customers out
- General cleaning and stocking
- Closing duties, including cashing register out and making deposits

SALES| BELLEZZA HOME & GARDEN | OCTOBER 2009 – SEPTEMBER 2010

- Explained the history of the dinnerware patterns, geography of Italy and basic ceramic facts to customers
- Worked with customers to complete their dinnerware sets; upselling matching accessories
- Handled daily duties including opening, closing and receiving of new shipments

SHIFT LEADER / CASHIER | THE BEVERAGE KING | SEPTEMBER 2008 – SEPTEMBER 2009

- Assisted customers with selection and party planning
- Rang customers out and open and closed register for the day
- Filled out state mandated paperwork for keg purchases needed for valid identification
- General cleaning, stock and receiving of orders

CASHIER / COOK | CONSUELO'S TAQUERIA | JANUARY 2008 – SEPTEMBER 2008

- Assisting customers with menu and ringing up their purchases
- Opening and closing duties, including set up, balancing register and sorting receipts
- Preparing meals and mixed drinks