

**Feven Netsanet**

2121 Delgany St. Denver Co: Phone 720-495-1373 E-mail: jbfeba@gmail.com

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**EDUCATION:**

<b>University of Colorado, Boulder, CO</b> B.A. Ethnic Studies	<b>Sept 03 - May 08</b>
<b>Universidad de Guadalajara, Guadalajara, Mexico</b>	<b>May 07 - Sep 07</b>
<b>Pontificia Universidad Católica Madre y Maestra</b>	<b>Sept 07 - Dec 08</b>

**LANGUAGES:**

**Trilingual**

English: Proficiency Excellent oral and written

Spanish: Proficiency Excellent oral and written

Amharic: Proficiency Excellent oral

**EXPERIENCE:**

**City Council of Denver**  
**Aide II to Councilwoman Kniech**  
**Jun 13 – Present**

- Takes on added responsibilities when requested; completes multiple work assignments on time; learns new skills to enhance own work and teachers others.
- Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern and politeness to others and relates well to different people from varied backgrounds and different situations.
- Recognizes or uses correct English grammar, punctuation and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.
- Listens to moderately complex or detailed information to acquire a working knowledge about a topic or assignment; responds appropriately.
- Explains general information of moderate difficulty to individuals or small groups both in one-way communication and with significant exchange of information.
- Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.
- Sets general goals and priorities for own work; carries out several assignments simultaneously; completes assigned work on time.
- Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.
- Knowledge of rules, policies and procedures regarding assigned management functions sufficient

- Knowledge of budget policies and procedures sufficient to be able to assume budgetary responsibilities as required.
- Skill in independently adapting, interpreting and applying written guidelines, precedents and Skill in analyzing current operations, policies and procedures and assisting in implementing change.
- Skill in utilizing the principles and practices of effective and persuasive communication
- Skill in researching and analyzing information related to the work

**New Era Colorado**  
**African American Organizer**  
**Jun 11 - July 2013**

**Civic Engagement**

- Run a voter education and turnout program with the goal of increasing the vote share of young African American voters
- Continually engage the African American community on an ongoing basis on issues and relevant legislation, policy, etc

**Leadership Development**

- Lead a structured volunteer recruitment, management, and leadership development program targeting African American youth in the Denver Metro area
- Develop and execute an intern leadership development program which pertains to the local African American community

**Coalition Work**

- Work as a member of a coalition of organizations that incorporate African American organizing as part of their mission
- Assist with creating coalition plans and collaborative projects in the African American community
- Develop, maintain, and coordinate effective relationships between and among relevant statewide African American organization

**Wells Fargo Bank**  
**Aug 09 - June 2011**  
**Personal Banker**  
**Sales Bronze**  
**1<sup>st</sup> 2<sup>nd</sup> 3<sup>rd</sup> quarter**

- Provide efficient, courteous and knowledgeable service to the customers
- Open and maintain personal accounts
- Ensure adherence to Federal and Corporate regulations
- Track sales both personal and store sales

**Lead Teller**

**Sales Gold**

**1<sup>st</sup> quarter**

**Teller**

**Sales Bronze, Silver**

**1<sup>st</sup> quarter 2<sup>nd</sup> quarter**

**Paychex Inc**

**Oct 08 – Jul 09**

**District Sales Assistant**

- Assisting incoming callers and working closely with the office manager
- Performing basic office duties and responsibilities
- Support staff in assigned project based work in close relations with Sale Manager
- Tracking and insuring sales goals trough administrative tasks.

**Boulder YWCA**

**Jan08 - May 08**

**Assistant Teacher**

- Managed Children's Alley Preschool
- Provided care and educated children in a class of students; ages 18 months to 12 years of age.
- Usage of art, music, reading and games as important tools of education and socialization of children.
- Entrusted with administrative tasks: Planning of daily activities, inspection of student's progress and reporting to program director as well as parents.

**University of Colorado Student Union (UCSCU)**

**Aug 06 - May 07**

**Student Body Representative at Large**

- Proposed and Promoted student related legislation
- Participated in the finance committee, which managed and allocated \$30 million for 12 University of Colorado at Boulder cost centers
  - Allocation of Funds between 12 cost centers
  - Proposal and approval of annual budget
  - Overseeing, amending and passing changes to current budget for current needs.

**Academic Excellence Program**

**Aug 04 - Jun 06**

**Office Assistant**

- Counseled incoming freshmen of first generation and/or low-income backgrounds

- Prepared and gave workshops to students on different aspect of campus life and necessary skills for success in academia
- Managed office supplies and answered phones and directed scheduling
- Organized meetings for both staff and students of the program
- Coordinated student and staff volunteers for the annual summer ready orientation program.

### **Ethnic Living and Learning Community**

#### **Teachers Assistant**

**May 2004- May 2005**

- Taught leadership for the 21 century through workshops and lectures
- Assisted in the development of a curriculum designed to illustrate leadership through discussion of current events, the American political public, interculturalizm and social development.
- Encouraged and taught ways in which students could develop a personal definition of social progress and articulate their desired role in achieving social change.

#### **SKILLS:**

- Expert skills in: MS word, Excel, PowerPoint, and Outlook

# Adriana Magaña

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1750 S. Raritan Street • Denver, CO 80223 • (303) 519-4521 • [Adriana.magana86@gmail.com](mailto:Adriana.magana86@gmail.com)

## Professional Profile

- Spanish language fluency - interpretation and translation experience.
- Federal and local government experience.
- Demonstrated success in community engagement and organizing.
- Skilled at developing and effectively distributing communication materials and serving as a spokesperson.
- Experienced managing an office and supervising personnel.
- Experienced in fundraising monetary and in-kind donations for annual community events.

## Professional Experience

### Denver City Council- Denver, CO

#### ***Aide to Councilmember Paul D. López, District 3***

**(July 2011 to Present)**

Provide an array of assistance and services to the Councilmember and west Denver residents, including conducting research and briefing the Councilmember on neighborhood and city issues; planning and facilitating events; representing the Councilmember at meetings with residents; responding to resident inquires and concerns; managing the office budget and expenditures; overseeing interns and contractors; and working with the Mayor's Office, city agencies, and quasi-governmental and non-profit agencies to address community needs and challenges.

- Researched and developed policy proposals the Councilmember presented before City Council and successfully adopted, such as amendments to proposed regulations for implementation of Amendment 64 regarding recreational marijuana.
- Coordinated community stakeholders for extensive naming design process, following Department of Parks and Recreation policies, and planning of future groundbreaking of new park, Cuatro Vientos Four Winds.
- Developed and distributed bilingual (English/Spanish) communication materials for Councilmember, including press releases, articles, social media alerts, and yearly printed newsletter.
- Revamped website and social media sites, leading to improved community engagement.
- Advised Councilman on yearly capital improvement projects and district priorities to departments, resulting in more effective coordination and completion of district projects.
- Coordinated and raised funds for annual events: Sam Sandos Christmas Basket and The Big Day of Serving.

### U.S. Representative Diana DeGette- Denver, CO

#### ***Congressional Aide***

**(May 2009 to July 2011)**

Served as front office manager and outreach coordinator for Latino and immigrant constituency groups for the Congresswoman. Responsibilities included screening constituent phone calls; providing IT support to staff; maintaining and ordering office supplies; event planning and community engagement; extensive casework assisting constituents experiencing difficulties with federal agencies and state programs; tracking important new stories and legislation related to immigration and US foreign policy; engaging frequently with Latino community stakeholders about issues of concern and communicating those concerns to the Congresswoman; tracked changing policy and casework with the Federal Trade Commission, the Federal Communications Commission, and the Federal Aviation Administration; and providing Spanish language translation and support for the office.

- Strategically organized and implemented community forums, roundtables and other events on topics of interest to the Latino community.

- Represented the Congresswoman in her absence at events and meetings in the community, such as immigration roundtables, small business meetings, and federal aviation briefings.
- Established and maintained critical relationships with contacts in the Latino community.
- Communicated with United States Citizenship and Immigration Services and the State Department on policy issues, resulting in more informed constituents, more realistic expectation of case outcomes, and better understanding of changing application process for visas, passports, and obtaining citizenship.
- Drafted and prepared briefings and memoranda for the Congresswoman on topics relevant to the Latino communities, immigrant communities, and small businesses in Denver.

**Escuela Tlatelolco Centro de Estudios- Denver, CO**

***ESL Educator***

**(September 2008 to May 2009)**

Taught English as Second Language (ESL) classes to high school students and supported the work and mission of the school in various administrative capacities.

**Education & Board Affiliations**

**B.A. International Studies, Minor in Chicano Studies**

**May 2008**

University of Wyoming, Laramie, WY

- McNair Scholar's Recipient

**Latino Diaspora; Comparative History Study Abroad**

**Puerto Rico / 2008**

**McNair Scholars Project Researcher**

**Yucatan, Mexico / 2007**

**Seoul Women's University exchange student**

**Seoul, South Korea / 2007**

**Latino Diaspora Study Abroad: Yucatan Peninsula**

**Yucatan, Mexico / 2005**

**ACCESO, Spanish Language Advisory Board to the Denver Elections Division- Denver, CO**

***Vice Chair***

**(January 2014 to Present)**

***Board Member***

**(August 2010 to January 2014)**

Assist the Clerk and Recorder and the Elections Director in their outreach efforts to Denver's limited-English, Spanish-speaking citizens. Central goals include making voting materials more accessible, ensuring an adequate number of Spanish-speaking poll workers, educating voters about changes to voting policy, and increasing voting participation.

- Created a strategic outreach plan of targeting lowest voting precincts in the City and County of Denver with Census data for most concentrated areas of potential Spanish speaking voters
- Planned and attended community events, church bazaars, and cultural festivals implementing the strategic outreach plan
- Designed specific outreach efforts targeting high schools students to register as first time voters
- Measured success of participation in targeted outreach areas and using the information to modify and enhance future outreach efforts.
- Developed a web based survey to measure effectiveness and knowledge of ACCESO
- Translated documents including outreach materials, Denver Elections Division website and social media.
- Verified correct use and colloquialism of Spanish language appropriate to Denver's Spanish speaking population

# Genevieve Kline

5821 E. Ithaca Place ♦ Denver, CO 80237 ♦ (720) 878-7419 ♦ gkline@frankkline.com

## Objective

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*To obtain a position that will expand my knowledge of City government and allow me to continue to serve my City in a meaningful and productive capacity.*

## Profile

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Motivated, personable business professional. Diplomatic and tactful with customers, professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely, and varied reports. Talent for quickly mastering technology.

Flexible and versatile – willing to take on new challenges. Ability to succeed in deadline-driven environments. Also dependable, organized and detail oriented.

## Skills Summary

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- |                                      |                                |                              |
|--------------------------------------|--------------------------------|------------------------------|
| ♦ Customer Service (10+ years)       | ♦ Budgeting (10+ years)        | ♦ File Maint. (10+ years)    |
| ♦ Cash Handling (10+ years)          | ♦ Reporting (10+ years)        | ♦ Training Manuals (10+ yrs) |
| ♦ Account Reconciliation (10+ years) | ♦ Process Proposals (2+ years) | ♦ Software SME (1+ year)     |
|                                      |                                | ♦ HR Processes (5+)          |

## Professional Experience

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### CUSTOMER SERVICE

- ♦ First point of contact (in person, phone and email) – various employers
- ♦ Customer Service Specialist (issue resolution and mediation) – various employers
- ♦ Strive to provide professional courteous service to external and internal customers – various employers
- ♦ Truthful follow up to inquiries (take the time to find the answer) – various employers
- ♦ Follow up to verify customer inquiries are complete and handled timely – various employers

### BUDGETING/ACCOUNT RECONCILIATION/CASH HANDLING

- ♦ Account Reconciliation – various employers
- ♦ Responsible for maintaining records and creating reports for others – various employers
- ♦ Extensive cash handling experience – various employers
- ♦ Journal voucher creation/CP creation for Accounting – City and County of Denver
- ♦ P2P Training – City and County of Denver
- ♦ Prepare justifications and proposals for office equipment/new processes – City and County of Denver
  - Receivables Edge (convert data entry process to electronic image) – reduction in cost and paper
  - Virtual Remit (move in-house processing to electronic image) - improvement in record keeping/cost

### SOFTWARE SYSTEM FUNCTIONAL DEVELOPMENT / IMPLEMENTATION

- ♦ Authored multiple comprehensive training manuals and job handbooks – various employers
- ♦ Subject Matter Expert (SME) for new Treasury Excise Tax System – City and County of Denver
  - Development – Assisted in configuration of system to align with defined best practices
  - Testing – Conducted user acceptance testing and training of staff utilized as testers
  - Training – Authored end user manuals and led training classes attended by DOF staff
  - On-going SME duties - Assist with issues (tracking with vendor) / Further training and development

### ADDITIONAL SKILLS

- |                              |                         |                          |
|------------------------------|-------------------------|--------------------------|
| ♦ Personnel Record Maint.    | ♦ Office Supply Orders  | ♦ Research               |
| ♦ Report Preparation         | ♦ Document Review       | ♦ Administrative Support |
| ♦ Schedule Meetings / Appts. | ♦ Presentation Creation |                          |

# Genevieve Kline

## Employment History

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DENVER CITY COUNCIL – Denver, CO  
Legislative Assistant, 2011 to Present

CITY AND COUNTY OF DENVER (DEPARTMENT OF FINANCE) – Denver, CO  
Operational Supervisor I, 2008 to 2011

JP MORGAN CHASE BANK, NA – Greenwood Village, CO  
Processing Team Lead, 2005-2007

VETERAN HOME LOANS / NBANK, NA – Englewood, CO  
Office Manager / Assistant to the President, 2001-2005

## Education

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NORTH PARK HIGH SCHOOL – Walden, CO

WESTERN GOVERNORS UNIVERSITY – Salt Lake City, UT  
\*Currently enrolled in BS Business Management – Anticipated Degree 7/2013

UNIVERSITY OF WYOMING – Laramie, WY

ARAPAHOE COMMUNITY COLLEGE – Littleton, CO

## Additional Information

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NOTARY PUBLIC

JUNIOR ACHIEVEMENT VOLUNTEER

### AWARDS

- ◆ City and County of Denver – Dept. of Finance, Employee of the Year – Team Award (Tax Project)
- ◆ JPMorgan Chase – Two Service Stars / 1 Employee of the Month

## References

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### REBECCA JANE LOSH – PERSONAL REFERENCE

Credit Analyst, Wells Fargo Bank, NA  
Volunteer, CASA (Court Appointed Special Advocate – Colorado)  
Cell: 970-389-3299

### JENNIFER STOCKTON – PROFESSIONAL REFERENCE

Project Manager, National Network Services (A division of Chubb Fire and Security LLC)  
Office: 303-302-8447  
Cell: 303-419-2358

### CONNIE SCOTT – PROFESSIONAL / PERSONAL REFERENCE

Special District Management Services, Inc.  
Home: 303-753-0861  
Cell: 720-320-6927



**BY AUTHORITY**

RESOLUTION NO. 14-0628  
Series of 2014

COMMITTEE OF REFERENCE:  
Safety & Well-being

**A resolution**

**Appointing Feven Netsanet and Adriana Magaña and re-appointing Genevieve Kline to the Human Services Citizen Review Panel for terms ending September 12, 2016.**

**BE IT RESOLVED BY THE COUNCIL OF THE CITY AND COUNTY OF DENVER:**

**Section 1.** That the Council hereby appoints Feven Netsanet and Adriana Magaña to the Human Services Citizen Review Panel for terms ending September 12, 2016.

**Section 2.** That the Council hereby re-appoints Genevieve Kline to the Human Services Citizen Review Panel for a term ending September 12, 2016.

COMMITTEE APPROVAL DATE:

MAYOR COUNCIL DATE:

PASSED BY THE COUNCIL \_\_\_\_\_ 2014

\_\_\_\_\_ - PRESIDENT

ATTEST: \_\_\_\_\_ - CLERK AND RECORDER,  
EX-OFFICIO CLERK OF THE  
CITY AND COUNTY OF DENVER

PREPARED BY: Gretchen T. Williams, City Council Legislative Services Date: July 28, 2014

Pursuant to section 13-12, Denver Revised Municipal Code, this proposed resolution has been reviewed by the office of the City Attorney. We find no irregularity as to form, and have no legal objection to the proposed resolution. The proposed resolution is not submitted to the City Council for approval pursuant to § 3.2.6 of the Charter.

Scott Martinez, City Attorney

BY: \_\_\_\_\_, \_\_\_\_\_ City Attorney

DATE: \_\_\_\_\_, 2014.

