

# Application Form

## Profile

**If you have any questions or difficulty submitting this application, please reach out to Alex Guzhnay at [aguzhnay@newhavenct.gov](mailto:aguzhnay@newhavenct.gov) or call 203-946-7670.**

Aneetrai

First Name

L

Middle Initial

Rowland

Last Name

yafaah37@gmail.com

Email Address

1561 Quinnipiac ave

Home Address

Suite or Apt

New haven

City

CT

State

06513

Postal Code

**What ward do you live in (optional - please select ward if you know)?**

Ward 11

Mobile: (203) 800-0857

Primary Phone

Alternate Phone

**Are any of the above number a cell phone number?**

Yes  No

**If so, which? Also, is it okay to send a text message?**

Yes

**Are you currently employed by the City of New Haven or the New Haven Public School System?**

Yes  No

Employer

Job Title

To see our list of Boards and Commissions please click here: <https://newhaven-ct.granicus.com/boards/w/976a34cad711af7c/boards>

## Which Boards would you like to apply for?

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Affordable Housing Commission: Submitted  
Aging Commission: Submitted  
Board of Public Health: Submitted  
Board of Zoning Appeals: Submitted  
Commission on Disabilities: Submitted  
Commission on Equal Opportunities: Submitted  
Fair Rent Commission: Submitted  
Homeless Advisory Commission: Submitted  
Peace Commission: Submitted  
Commission on Parks, Programs, & Recreational Facilities: Submitted

## Is this an appointment or reappointment request? \*

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Appointment

Question applies to multiple boards

**Are you seeking a mayoral appointment/reappointment or a appointment/reappointment from the Board of Alders? Mayoral appointments go through the Mayor's Office, while Aldermanic appointments go through the Alders Office of Legislative Services. \***

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No Preference

Question applies to multiple boards

\*Note: If this is an appointment or reappointment request for a Board of Alders slot, please contact the Office of Legislative Services (OLS) at (203) 946-8371 or at [alucas@newhavenct.gov](mailto:alucas@newhavenct.gov) if you have any questions on the progress of your appointment. The Mayor's Office is not involved in the timeline of Aldermanic appointees, but forwards any interested applicants for those slots to OLS.

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## Interests & Experiences

Please tell us about yourself and why you want to serve. Please attach any of the follow:

**Resume, Curriculum Vitae (CV), Professional Bio, or a Statement of Interest.**

[THEE\\_RESUME.pdf](#)

Upload a Resume

**If not submitting a Resume or CV, please submit a ~150 word Statement of Interest as to why you are interested in serving on your selected boards/commissions. If you have uploaded a resume OR you are seeking reappointment, you can write n/a.**

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I am a resident of New Haven and want to be actively involved in decisions that shape the future of our city. Issues such as housing affordability responsible development and neighborhood stability are important to me. Serving on a board or commission would allow me to contribute to fair balanced and thoughtful decision making that benefits the entire community.

Question applies to Board of Public Health

**Do you have a doctorate (MD, DMD, etc) in a medical science field? If so, from what school?**

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N/A

Question applies to Fair Rent Commission

**Are you a landlord, renter, or someone who works with either landlords or renters? If so, please explain which?**

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N/A

Question applies to Youth Commission, Peace Commission

**Are you under 18 or over 18? If under 18, please provide your DOB. If over 18, you can write n/a**

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N/A

**Why are you interested in serving on a board or commission?**

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I am committed to being an engaged member of the New Haven community and staying informed on local issues. I am actively working to become more involved in city processes and civic engagement and contributing to my neighborhood.

**Why do you believe you would be a good fit for your selected board and commission(s)?**

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I bring strong judgment the ability to listen to different perspectives and a commitment to fairness. I am comfortable reviewing information asking questions and making decisions based on facts. I am dependable and willing to dedicate the time necessary to prepare for meetings and serve effectively.

**Do you have any time commitments that would prevent you from participating in board/commission meetings? Meeting times can be found by visiting [newhavenct.gov/boards](http://newhavenct.gov/boards), but most are usually once a month for 1-2 hours.**

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No

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## Demographics

**Some boards and commissions require membership to be politically proportionate, per State Statute on minority party representation (CGS § 9-167a). What is your political affiliation on your voter registration (i.e Democrat, Republican, Unaffiliated, Independent, etc)?**

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Democrat

**In order to stay compliant with our city's charter, are you registered to vote in New Haven?**

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Yes  No

We strive to maintain diversity in all of our Boards and Commissions. These questions are optional and if you volunteer the information we will only use it to ensure that our boards and commissions are diverse.

**Ethnicity**

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African American

**Gender**

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Female

**How did you hear about serving on our Boards & Commissions?**

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City of New haven website

# ANEETRAI ROWLAND

203-800-0857 | [info@emergentaccessservices.com](mailto:info@emergentaccessservices.com) | New Haven, CT

[www.linkedin.com/in/aneetrai-r-](http://www.linkedin.com/in/aneetrai-r-b29548144?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_ap)

[b29548144?utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=android\\_ap](http://www.linkedin.com/in/aneetrai-r-b29548144?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_ap)  
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## CUSTOMER SUPPORT SPECIALIST

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- Creative professional with extensive experience in customer service and administrative roles within healthcare and educational environments, enhancing operational efficiency.
- Proven ability to resolve customer inquiries and technical issues, contributing to roughly 20% improvement in process efficiency.
- Experienced in utilizing CRM systems, data analysis, and EMR-compliant practices to support internal teams while ensuring HIPAA adherence.
- Strong communicator adept at bridging technology and client needs, supporting both in-person and digital support channels.

## WORK EXPERIENCE

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### Emergent Access Services

Healthcare, New haven, CT Hartford, CT

*FOUNDER/CEO*

*Jan 2018 - Sep 2025*

- Delivered exceptional service to customers by actively listening to concerns and providing clear, timely resolutions, contributing to increased satisfaction.
- Recorded and processed customer call and onsite visit data into company systems, ensuring accurate tracking and data analysis.
- Supported monitoring and reporting on website traffic, providing actionable insights through data analysis.
- Facilitated clear communication between in-house software teams, clients, and stakeholders, ensuring timely resolution of technical issues.

### Hospital Of Saint Raphael's

New haven , CT

*Unit Clerk*

*Aug 2005 - Apr 2013*

- Managed and dispatched incoming calls using an overhead system, ensuring prompt communication and support.
- Fielded phone inquiries and directed callers to appropriate departments, ensuring timely and accurate information delivery.
- Procured medical records from external facilities while rigorously maintaining HIPAA compliance.
- Engaged directly with patients and their families to facilitate information flow and support care coordination.
- Supported technical troubleshooting of call routing systems, streamlining communication channels for enhanced patient support.

### Southern Connecticut State University

New Haven, CT

*Food Service Worker*

*Jun 2002 - Aug 2005*

- Addressed customer concerns and efficiently relayed critical information to supervisors, enhancing service quality.
- Engaged with guests to assess satisfaction levels, anticipated needs, and promptly fulfilled requests.
- Provided prompt and friendly service, consistently exceeding guest expectations.

- Leveraged communication and problem-solving skills to quickly address challenges, ensuring smooth daily operations.
- Coordinated effectively with kitchen staff on customer allergies and dietary requirements to ensure safe and tailored service.

## EDUCATION

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**University of Phoenix** | Tempe, AZ  
Associate of Arts, Human Services

## CERTIFICATIONS

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**H.O.P.E Job Readiness Program Certification**

## SKILLS

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**Customer Support & Communication:** Customer Service, CRM, Ticketing Systems, Client Relationship Management, Technical Support

**Technical & Data Skills:** Troubleshooting, Data Analysis, Computer Proficiency, Microsoft Office, Google Analytics

**Healthcare & Compliance:** EMR, HIPAA Compliance, Healthcare Administration, Privacy Protocols

## WEBSITES, PORTFOLIOS, PROFILES

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[https://www.linkedin.com/in/aneetrai-r-b29548144?utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=android\\_app](https://www.linkedin.com/in/aneetrai-r-b29548144?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app)