

Ernest William Clymer

STATEMENT OF INTEREST

I am a Bethesda, Maryland resident and head of household seeking to serve on the Montgomery County Housing Authority Resident Advisory Board. With over eight years of professional experience built on communication, active listening, client advocacy, and community-centered service, I am committed to being a consistent, professional, and passionate voice for low and moderate income residents of Montgomery County. Having experienced life both with and without financial stability, I bring genuine empathy, understanding, and dedication to this role.

CORE QUALIFICATIONS FOR RAB SERVICE

- **Active Listening** — Throughout my career I have been the first point of contact for clients, tenants, and customers who needed to be heard and helped. I listen carefully, ask the right questions, and respond with empathy and professionalism.
- **Communication Skills** — I have extensive experience communicating clearly and professionally in writing and verbally across all levels — from frontline clients to senior leadership — ensuring that every voice is understood and every concern is addressed.
- **Advocacy & Representation** — I understand what it means to navigate complex systems as a resident and community member. I am committed to advocating honestly and passionately for the needs of fellow residents.
- **Professionalism & Reliability** — I have a proven track record of showing up consistently, meeting deadlines, following procedures, and maintaining a professional demeanor in all settings.
- **Conflict Resolution** — I have successfully resolved disputes and miscommunications between clients, vendors, and stakeholders throughout my career, always prioritizing fair and respectful outcomes.
- **Organizational Skills** — I am highly organized, detail oriented, and comfortable managing responsibilities, documentation, and follow-up communications simultaneously.

RELEVANT PROFESSIONAL EXPERIENCE

Appliance Sales Specialist | Lowe's Home Improvement | Chester, NY | Dec 2022 – Dec 2024

- Served as a primary point of contact for customers, actively listening to their needs and concerns and communicating solutions clearly and professionally — the same skills needed to represent and advocate for residents on the RAB
- Resolved customer complaints and coordinated between multiple departments to ensure concerns were addressed promptly and fairly, reflecting strong conflict resolution and communication abilities
- Trained and mentored team members on effective communication and customer service best practices

Account Manager | Kelly Services | Port Washington, NY | Sep 2020 – Nov 2022

- Managed relationships with multiple clients simultaneously, actively listening to their needs and communicating updates, solutions, and information clearly and in a timely manner
- Served as a liaison between clients and internal teams, ensuring that client concerns were heard, documented, and resolved — directly mirrors the RAB's role of communicating resident needs to housing authorities

- Generated reports and presented information to leadership, demonstrating ability to organize and clearly communicate complex information to decision makers

Billing Coordinator | Robert Half (Legal Sector) | Washington, D.C. | Jan 2019 – Aug 2020

- Provided administrative and communication support to 50-100 attorneys, managing high volumes of correspondence and documentation with professionalism and discretion
- Trained new team members on procedures and systems, reflecting strong verbal communication and mentoring skills
- Collaborated across departments to resolve issues, consistently maintaining a professional and solution-oriented demeanor

Billing & Intake Associate | Williams Lea at Blank Rome LLP | Philadelphia, PA | Sep 2015 – Feb 2018

- Served as a first point of contact for clients and staff, actively listening to needs and communicating information clearly and compassionately in a high-stakes professional environment
- Managed sensitive communications and documentation with discretion, professionalism, and attention to detail
- Collaborated with diverse teams and stakeholders to ensure smooth operations and clear communication across all departments

EDUCATION

Temple University, Fox School of Business | Philadelphia, PA

COMMITMENT TO THE RAB

I am fully committed to attending monthly RAB meetings on the third Monday of each month, maintaining compliance with all RAB policies and procedures, and representing my fellow residents with integrity, professionalism, and genuine care. As a Bethesda resident who understands the importance of affordable housing and community advocacy, I am ready to listen, communicate, and fight for the needs of every resident I represent. I believe that every voice matters — and I am honored to be one that speaks up.