



# City of Seattle Boards & Commissions Notice of Appointment

<b>Appointee Name:</b> Hang Nguyen		
<b>Board/Commission Name:</b> Seattle Pedestrian Advisory Board		<b>Position Title:</b> Member (Position 4)
<input checked="" type="checkbox"/> <b>Appointment</b> OR <input type="checkbox"/> <b>Reappointment</b>		<b>City Council Confirmation required?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Appointing Authority:</b> <input checked="" type="checkbox"/> City Council <input type="checkbox"/> Mayor <input type="checkbox"/> Other		<b>Term of Position: *</b> 4/1/2021 <b>to</b> 3/31/2023  <input type="checkbox"/> <i>Serving remaining term of a vacant position</i>
<b>Residential Neighborhood:</b> Lake City/Olympic Hills	<b>Zip Code:</b> 98125	<b>Contact Phone No.:</b> [REDACTED]
<b>Background:</b> Hang grew up in the Puget Sound region and has recently put down roots in the Lake City neighborhood. She is both professionally and personally invested in building a stronger and more vibrant community with the mindset that the actions taken today should benefit people and the environment tomorrow. Hang's educational background shapes her work at King County Metro Transit and her interest in ensuring public spaces are accessible and welcoming to people of all backgrounds, ages, and abilities.		
<b>Authorizing Signature (original signature):</b>   <b>Date Signed (appointed): 5/26/21</b>		<b>Appointing Signatory:</b> Alex Pedersen Seattle City Councilmember

\*Term begin and end date is fixed and tied to the position and not the appointment date.



## EMPLOYMENT HISTORY

**KING COUNTY METRO TRANSIT**  
PROJECT/PROGRAM MANAGER III  
DEC 2020 – PRESENT

Led the standardization and process documentation of routine Capital Division work, managed communication, and training of the Get Things Built (GTB) Framework.

- ≡ Redeveloped the GTB Framework SharePoint site into an interactive and intuitive tool with better messaging of purpose and instructions.
- ≡ Managed SharePoint expansion and new site requests; SharePoint and MS Teams site administrator; provided technical support to Capital staff.

PROJECT/PROGRAM MANAGER II  
JAN 2020 – DEC 2020

Developed interactive systems and tools to track internal Project Management Office (PMO) projects, curated digital resources and supported training sessions.

- ≡ Created a visual tracking system for the Project Controls, Management and Performance Unit's focused improvements project using Airtable and SharePoint to enable standardized reporting, greater transparency, and communication.
- ≡ Assisted in managing Capital Delivery Board meetings, managed agendas, reviewed materials and communicated with project managers to prepare their presentations for the Board.
- ≡ Contributed to the emergency response work for COVID-19 as part of the Community Mitigation and Recovery team. Developed processes to report efforts to FEMA; created a collaborative SharePoint site and calendar for the team to receive and share information; provided administrative services to organize agendas, meetings and record notes.

**SEATTLE HOUSING AUTHORITY**  
PROJECT COORDINATOR  
APR 2017 – DEC 2019

Managed and coordinated several projects at various stages, such as Creating Moves to Opportunity, Family Access Supplement and Health Initiative: Aging and Disability Services Referral Form, Data Sharing Agreements and Moving to Work Program Evaluation.

- ≡ Produced project charters, planned scope of work and timelines, worked cross-functionally to support new initiatives, participated on Request for Proposal review panels, managed consultant contracts and relationships with stakeholders, processed change orders.
- ≡ Directed work groups and facilitated project team meetings, stakeholder engagement and presented at department meetings.
- ≡ Supported staff on project needs from development through execution, monitored for consistency and accuracy, tracked issues and recorded suggestions for improvements in change logs, conducted training sessions for staff. Formed communication plans, created and designed internal and external materials for various programs.

CERTIFICATION SPECIALIST II  
AUG 2016 – APR 2017

Led a work group to modify the Housing Choice Voucher certification paperwork to reduce processing inefficiencies using lean techniques. Managed a caseload of over 500 elderly and/or disabled households through the housing recertification of program eligibility process including income verification, landlord and tenant issues, inspections and non-compliance.

CERTIFICATION SPECIALIST I  
JUN 2015 – AUG 2016

Oversaw scheduling for housing inspectors and tracked over 900 inspections a month, reported monthly metrics using Elite, Access and Excel. Reorganized schedules to reduce travel time, inefficiencies, unnecessary visits to vacant units and add flexible time for inspectors to complete paperwork. Point of contact for inspectors, landlords and tenants regarding inspections and procedures. Determined program eligibility and issued vouchers to low-income households.

CUSTOMER SERVICE SPECIALIST  
DEC 2014 – JUN 2015

Managed front desk responsibilities, lobby wait time and daily programming; aided individuals applying for low-income housing programs. Helped people complete program applications and forms, housing search and program inquiries. Assisted households with varying language and cultural backgrounds, disabilities, literacy and de-escalated challenging clients.

**NATIONAL PARK SERVICE**  
PLANNING CONTRACTOR  
MAY 2014 – NOV 2014

Researched and edited the Columbia-Pacific Heritage Area Study, designed the City of Rocks park newsletter and organized the Planning Office's library. Developed a filing system to manage documents, digitized public comments and edited general management plans, master plans and newsletters for the Devils Postpile, City of Rocks and Hawaii Volcanoes National Park.

**FEET FIRST**  
OUTREACH COORDINATOR  
AUG 2014 – OCT 2014

Enrolled King County residents to participate in the King County Metro “In Motion” program, engaged in conversations about alternative modes of transportation and the new Rapid Ride line at farmers markets and community events.

**ONE REEL**  
ACTIVATION COORDINATOR  
MAY 2013 – SEPT 2013

Point of contact for craft, food and activity vendors for technical and contractual issues and supervised four concessions area managers at Seattle’s Bumbershoot Music Festival. Supported a festival of thousands of attendees and managed vendor contracts and resolved technical issues.

**FEDERAL AVIATION  
ADMINISTRATION**  
POLICY ANALYST INTERN  
JUN 2012 – AUG 2012

Evaluated federally funded airports for the FAA Airport Disability Compliance Program. Examined airport facilities for Americans with Disabilities Act (ADA) violations and provided recommendations for design and planning improvements. Interviewed and trained airport vendors including airline employees, businesses and service providers. Edited correspondence regarding Office of Civil Rights complaints and updated ADA Coordinator information for 500 federally funded airports.

**COMMUNITY ACTION  
PARTNERSHIP ORANGE COUNTY**  
PLANNING INTERN  
APR 2012 – MAY 2012

Connected with the Buena Park Youth Focus Group and Buena Park’s Community Building Initiative committee to lead and conduct a walkability assessment, evaluated safety and obesity statistics and researched grant opportunities for neighborhood park renovations. Collected findings from the youth group and provided input to the advisory committee.

**COLEHOUR + COHEN**  
COMMUNITY OUTREACH  
COORDINATOR  
JUN 2011 – SEPT 2011

Engaged Puget Sound Energy (PSE) customers in conversation about sustainability, energy efficiency and benefits of switching to compact florescent light (CFL) bulbs, promoted the “Rock the Bulb: Re-energize Tour” campaign via presentations and advertisements on CW-11 and New Day Northwest. Tracked and transported inventory and documented receptivity of community outreach efforts; distributed more than 700,000 CFL bulbs to over 30,000 PSE customers.

## COMMUNITY INVOLVEMENT

**SEATTLE PUBLIC LIBRARY**  
HOMEWORK HELP TUTOR  
SEPT 2017 – PRESENT

Tutored Seattle Public School students (pre-kindergarten to high school) on math, health and science, literature, social studies and geography. Used various learning methods to convey concepts, problem solving techniques and critical thinking.

**YOUNG PLANNERS GROUP**  
BOARD MEMBER/SECRETARY  
JAN 2014 – SEPT 2018

Served as Secretary from September 2017 to September 2018. Coordinated YPG happy hour, professional lectures and community service opportunities, walking tours and networking mixers in the Puget Sound region. Managed social media accounts and email newsletters.

**URBAN PLANNING STUDENT  
ASSOCIATION**  
VICE PRESIDENT  
JAN 2012 – DEC 2012

Planned social mixers, professional networking events and lectures for current and former urban planning students at University of California, Irvine. Created and maintained the association’s website and media pages to expand outreach and communicate more effectively with members.

## EDUCATION AND CERTIFICATION

**PROJECT MGMT INSTITUTE**  
PMP, 2019

Project Management Professional Certification


**U. OF CALIFORNIA, IRVINE**  
MASTER OF ARTS, 2013


Urban and Regional Planning  
*NEURUS Scholar 2012-2013, California Planning Foundation Graduating Student Merit Award 2013, American Planning Association National Conference Speaker 2013*


**UNIVERSITY OF WASHINGTON**  
BACHELOR OF ARTS, 2011

Communication, Comparative History of Ideas (CHID), Diversity Minor  
*Dean’s List 2007, 2009- 2011; DeEtte McAuslan Stuart Scholarship recipient 2007-2011*

## TECHNICAL EXPERIENCE

 Project Management  
Professional Certification

 PowerPoint, SharePoint, Teams,  
Excel, Word, Project and Power BI

 Airtable, ArcGIS, InDesign,  
Piktochart and WordPress

# Seattle Pedestrian Advisory Board

12 Members: Pursuant to Resolution 29532 and Ordinance 120325, all members subject to City Council confirmation, 3-year terms, Get Engaged Member, 1-year term:

- 7 Mayor- appointed
- 5 City Council - appointed

## Roster:

*D	**G	RD	Position No.	Position Title	Name	Term Begin Date	Term End Date	Term #	Appointed By
6	F	2	1.	Member	Jennifer Lehman	4/1/20	3/31/22	1	City Council
6	T & NB	2	2.	Member	Greyson Simon	4/1/21	3/31/23	2	City Council
6	F		3.	Member	Emily Mannetti	4/1/20	3/31/22	1	City Council
1	F	5	4.	Member	Hang Nguyen	4/1/21	3/31/23	2	City Council
1	F	6	5.	Member	Han-Jung Ko	4/1/21	3/31/23	2	City Council
6	F	7	6.	Member	Emily Davis	4/1/20	3/31/22	1	Mayor
6	F	2	7.	Member	Erin K. Fitzpatrick	4/1/21	3/31/23	1	Mayor
9	F	7	8.	Member	Bianca Johnson	4/1/20	3/31/22	1	Mayor
1	F	3	9.	Member	Akshali Gandhi	4/1/20	3/31/22	1	Mayor
6	F	5	10.	Member	Maria Sumner	4/1/21	3/31/23	1	Mayor
8	F	4	11.	Member	Etsi Mintz	4/1/20	3/31/22	1	Mayor
6	M	3	12.	Get Engaged Member	Ori Brian	9/1/20	8/31/21	1	Mayor

## SELF-IDENTIFIED DIVERSITY CHART

	(1)		(2)		(3)		(4)		(5)		(6)		(7)		(8)		(9)	
	Male	Female	Transgender	NB/ O/ U	Asian	Black/ African American	Hispanic/ Latino	American Indian/ Alaska Native	Other	Caucasian/ Non-Hispanic	Pacific Islander	Middle Eastern	Multiracial					
Mayor	1	6			1					4		1	1					
Council		4	1	1	2					3								
Other																		
<b>Total</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>3</b>					<b>7</b>		<b>1</b>	<b>1</b>					

### Key:

\*D List the corresponding Diversity Chart number (1 through 9)

\*\*G List gender, M= Male, F= Female, T= Transgender, NB= Non-Binary, O= Other, U= Unknown

RD Residential Council District number 1 through 7 or N/A

Diversity information is self-identified and is voluntary.