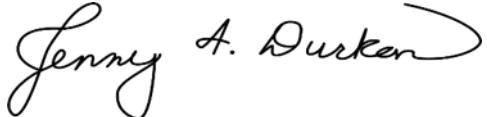




City of Seattle Boards & Commissions Notice of Appointment

Appointee Name: <i>Bianca Johnson</i>		
Board/Commission Name: <i>Seattle Pedestrian Advisory Board</i>		Position Title: <i>Member</i>
<input checked="" type="checkbox"/> Appointment OR <input type="checkbox"/> Reappointment		Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input type="checkbox"/> Council <input checked="" type="checkbox"/> Mayor <input type="checkbox"/> Other: <i>Fill in appointing authority</i>	Date Appointed: <i>4/3/2020</i>	Term of Position: * <i>4/1/2020</i> to <i>3/31/2022</i> <input type="checkbox"/> <i>Serving the remainder of a vacant position</i>
Residential Neighborhood: <i>South Lake Union</i>	Zip Code: <i>98109</i>	Contact Phone No.: <i>N/A</i>
Background: <i>Bianca has lived in Washington for three years and currently resides in South Lake Union and works in Ballard. She is particularly drawn to Seattle due to the non-motorized transportation infrastructure. Her background is at the intersection of tech startups and community organizing for vulnerable populations (through her current position in Knock Rental). She is pursuing a Master of Urban Planning and Master of Public Administration at UW beginning in the Fall.</i>		
Authorizing Signature (original signature): 	Appointing Signatory: <i>Jenny A. Durkan</i> <i>Mayor of Seattle</i>	

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

Bianca Johnson

Pronouns: she/her



Academia

University of California, Davis, 2011-2013

BA, History; Minor, Professional Writing
Graduated Cum Laude (3.6)

Affiliations and Awards

National Park Service Intern, 2013

Selected as one of ten nationwide interns for the National Park Service (NPS).

Served as a media assistant to NPS-sponsored youth group, YAP!, to create a music video for the newly designated historic park, Harriet Tubman's Underground Railroad in Maryland. Contributed to historical research for the War of 1812 online exhibit for the Northeast division of the NPS in Boston, MA.

Conducted historical research related to Determinations of Eligibility for the National Registrar.

University of California, Provost's Undergraduate Fellow, 2012-2013

Awarded \$1000 grant to continue research of impacts to the Japanese-American community post-WWII in the Sacramento county.

Conducted and recorded oral interviews of previously interned Japanese-Americans. Presented research findings at Undergraduate Research Symposium and Linda Frances Alexander Research Symposium.

National Museum of the US Navy Intern, 2012

Created artifact descriptions using public archival records through the Library of Congress.

Participated in History, Theory, and Practice of Non-Profits through the George Mason University, using various public records to understand the connection between non-profits and the private sector.

Global Mentorship Mentee, 2012-2013

Served as the first cohort of mentees to onboard international students, leading workshops and providing 1:1 mentorship.

Linda Frances Alexander Scholar, 2011-2013

Academic, social, and cultural enrichment organization for Africa diaspora students.

Community Building

Elizabeth Warren Campaign, 2019

Recruitment Lead

Served as a recruitment lead for the 43rd legislative district.

Assisted in organizing community recruitment efforts, from on-campus recruitment to registering new voters.

Social Justice Fund, 2018-2019

Environmental Justice

Served as a volunteer fundraiser for non-profits focused on working at the intersection of race, economical, environmental justice.

Interviewed grant applicants, touring their facilities and engaging in discussions about their project goals.

Participated in the cohort decision, discussing the findings from interviews and as a group allocated funds across applicants.

Fundraised through local and national individuals and companies to contribute to the overall cohort total of over \$400,000.

Personal Training and Cycle Instructor, 2018-2019

Created and led free personalized training sessions, focusing on a POC clientele with a body positive lens.

Led a weekly 45 minute spin class at local Seattle studio, Live Love Flow.

Skills

Tools

Microsoft Suite, Salesforce, Zendesk, Freshdesk/Chat, Intercom, JIRA, Confluence, MiniVan, Reach

Certifications

Interview Training for Managers, **Zenefits**
Coaching for Managers, **Madrona Venture Group**
Race and Social Justice, **Social Justice Fund**
Intercultural Leadership, **UC Davis**
Certified Personal Trainer, **National Academy of Sports Medicine**

Work Experience

Knock Rentals, Jan 2018-current Customer Support Department Manager

Established department KPIs, SOPs, including customer escalations and engineering triages, across training and support specialists in two states.

Led the technical implementation, including on-site training, of a new CRM across account management, training specialists, and support specialists.

Identified support trends through a system of ticket tagging to predict inbound ticket fluctuation based on customer requests, onboarding volume, and proactive outreach. Resulted in a reduction of overall first contact time by 25% and case resolution time by 35% over one quarter.

Responsible for the professional development of employees through yearly reviews and regular coaching sessions, working with employees to identify personal goals along with key performance metrics.

Convoy, Oct 2016-Nov 2017 Senior Supply Operations

Developed and implemented SOP for Convoy user engagement, leading to the development of company-wide engagement tools, resulting in a 15% increase of app engagement over a quarter.

Designed, led, and documented company-wide training sessions with material sourced through subject matter experts across the organization.

Diagnosed inefficiencies between account management, customer support, and supply; worked with leads to streamline communication through various channels.

Zenefits, Feb 2014-June 2016 Technical Writer Client Support Manager

Technical Writer

Collaborated with product experts and client support associates to create original external and internal content.

Developed and led the adoption of an internal communication process by developing operation standards used cross-functionally increasing external use of the help center.

Gathered user feedback and redesigned internal style guidelines to create a more unified voice across the help center. Led workshops on the application of the guidelines across support department.

Client Support Manager

Handled escalated clients with a variety of issues across various human resource products.

Mentored new hires on client support communication, including de-escalation methods.

Served as the subject matter expert on all products related to payroll, including creation of internal and external documentation, developed and led company-wide training session

Seattle Pedestrian Advisory Board

11 Members: Pursuant to *Resolution 29532*, all members subject to City Council confirmation, 2-year terms;

1 Get-Engaged Member: Pursuant to *Ordinance 120325*, all members subject to City Council confirmation, 1-year terms:

- 5 City Council-appointed
- 7 Mayor-appointed
- 0 Other Appointing Authority-appointed (specify):

Roster:

*D	**G	RD	Position No.	Position Title	Name	Term Begin Date	Term End Date	Term #	Appointed By
5	M	3	1.	Member	Beau Morton	4/1/18	3/31/20	2	Council
6	M	3	2.	Member	David Seater	4/1/19	3/31/21	1	Council
			3.	Member	VACANT			1	Council
6	F	3	4.	Member	Anna Letitia Zivarts	4/1/19	3/31/21	2	Council
2	F	2	5.	Member	Han-Jung Ko	4/1/19	3/31/21	2	Council
1	M	2	6.	Member	Chaitanya Sharma	4/1/18	3/31/20	1	Mayor
6	F	3	7.	Member	Carol Kachadoorian	4/1/19	3/31/21	1	Mayor
	F	7	8.	Member	Bianca Johnson	4/1/20	3/31/22	1	Mayor
	F		9.	Member	Debra Kahn	4/1/20	3/31/22	1	Mayor
6	F	5	10.	Member	Maria Summer	4/1/19	3/31/21	1	Mayor
	F	4	11.	Member	Esti Mintz	4/1/20	3/31/22	1	Mayor
	F		12.	Get-Engaged Member	Emily Meltzer	9/1/19	8/31/20	1	Mayor

SELF-IDENTIFIED DIVERSITY CHART

	(1)		(2)		(3)		(4)		(5)		(6)		(7)		(8)		(9)	
	Men	Women	Transgender	Other/Unknown	Asian	Black/African American	Hispanic/Latino	American Indian/Alaska Native	Other (Specification Optional)	Caucasian/Non-Hispanic	Pacific Islander	Middle Eastern	Multiracial					
Mayor	1	6		1	1				1	1								
Council	2	3				1			1	3								
Other																		
Total	3	9			1	1			2	7								

Key:

- *D List the corresponding *Diversity Chart* number (1 through 9)
- **G List *gender*, M = Male, F= Female, T= Transgender, U= Unknown, O= Other
- RD Residential Council District number 1 through 7 or N/A

Diversity information is self-identified and is voluntary.