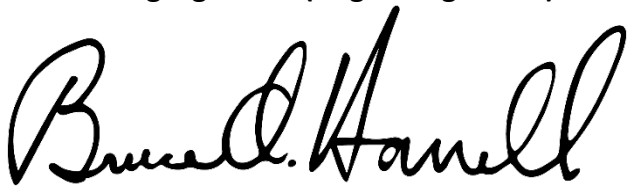




City of Seattle Boards & Commissions Notice of Appointment

Appointee Name: <i>Nia Ransom</i>		
Board/Commission Name: <i>Seattle Bicycle Advisory Board</i>		Position Title: <i>Member</i>
<input type="checkbox"/> Appointment OR <input checked="" type="checkbox"/> Reappointment		City Council Confirmation required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Appointing Authority: <input type="checkbox"/> City Council <input checked="" type="checkbox"/> Mayor <input type="checkbox"/> Other: <i>Fill in appointing authority</i>		Term of Position: * 9/1/2025 to 8/31/2027 <input type="checkbox"/> <i>Serving remaining term of a vacant position</i>
Residential Neighborhood: <i>Atlantic</i>	Zip Code: <i>98144</i>	Contact Phone No.: [REDACTED]
Background: <i>Nia Ransom has an extensive history with bicycling, including teaching mountain bike youth classes, working in a bike shop, and leading bike events for women and the LGBTQ community.</i>		
Authorizing Signature (original signature):  Date Signed (appointed): August 25 th , 2025		Appointing Signatory: <i>Bruce A. Harrell</i> <i>Mayor of Seattle</i>

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

CUSTOMER SUCCESS SPECIALIST

A high-performing and personable person with 11 years in customer service, 4.5 years in client relations, and 3 years in project management and onboarding within a world class B2B, education, non-profit, manufacturing, and retail setting.

CORE COMPETENCIES

Onboarding & Vetting | Scheduling | Project Management | Customer Service | Data Tracking | Process Documentation | Sales

PROFESSIONAL EXPERIENCE

Wombi, Customer Success Specialist (Seattle, WA, HYBRID) October 2024 - Present

- Manage sales funnel and manage customer requests, B2B partnerships and assist with Seattle marketing initiatives and events

University of Washington - School of Medicine, Program Coordinator (Seattle, WA, HYBRID) July 2023 - Present

- Review and approve compliance requirements for 500 students entering the UW Visiting Student Program.
- Maintain student profiles and schedule 1200 students into 11 different medical programs.
- Plan and execute 8 large and small community events for students, thus helping foster a sense of belonging.

Fully LLC, Workplace Project Manager (Seattle, WA, REMOTE) July 2022 - March 2023

- Managed complex scheduling and executed 10-20 office installations, bi-weekly.
- Vetted, sourced, and onboarded new installers into our system.
- Updated project statuses internally and noted any issues for account managers and stakeholders daily.
- Quote delivery, installation, and determine cost of punch trips depending on scope of work.
- Trained and oriented 11 new hires around the sales, installation, and logistics processes.

Fully LLC, Workplace Account Manager (Portland, OR, REMOTE), November 2021- July2022

- Used a consultative approach to understand the client's budget, timeline, and ergonomic needs, negotiated pricing
- Facilitated meetings with designers, clients, and project managers to create project plans and product schedules.
- Partnered with the Business Analyst to create reports to track sales and purchasing patterns for return customers.
- Partnered with business development to manage the A&D trade program, resulting in 7 projects over \$100K.

Fully, LLC, Workplace Client Services Representative (Portland, OR), July 2019 - November 2021

- Served as the main point of contact for commercial customer inquiries and complaints and triaged the case queue.
- Vetted and on-boarded over 1,500 prospects into our system, and maintained client profiles by updating changes.
- Partnered with Account Managers to correct order issues and helped to maintain an 85% conversion rate.
- Resolved 33,000 tickets and inquiries and onboarded 1,100 new clients through phone and email.
- Gathered customer feedback and worked with product development to improve product functionality.

Fully, LLC, Warranty Specialist (Portland, OR), October 2018 - June 2019

- Communicated with vendors daily regarding warranty issues and determined steps for and timeline for resolution.
- Tracked and reported product issues to manufacturers using Excel.
- Created product documents and videos for customers and vendors around how to fix common product issues.

Sports Basement, Bike Floor Lead and Community Coordinator (San Francisco, CA), March 2015 - June 2018

- Managed the bike repair calendar for a team of 5 mechanics, and onboarded new staff.
- Engaged 120 customers in 7 different bike related events, in which I planned and executed across 3 months.
- Assisted customers with test rides, executed basic repairs, and closed bike sales.

EDUCATION

BA, Film and Media Studies, San Francisco State University, 2013

Coursera Certificate: Recruiting, Hiring, and Onboarding Employees - Issued May 2023

Coursera Certificate: Foundations of Project Management, Project Initiation, and Project Planning - Issued May - Dec 2023

VOLUNTEER

Seattle Bike Advisory Board, Co-Chair (Seattle, CA) - September 2023 - Present

TECHNICAL SKILLS

Excel, Powerpoint, Microsoft Office, Google Suite, NetSuite, Outlook, Tableau, Outlook, Powerpoint, Zendesk, Sharepoint

Seattle Bicycle Advisory Board

12 Members: Pursuant to Resolution 30995; all members subject to City Council confirmation, 2-year terms:

- 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	4	1.	Member	Ksenia I. Ershova	9/1/2025	8/31/2027	2	Mayor
6	F	2	2.	Member	Kathryn L. Ricchiuto	9/1/2024	8/31/2026	1	City Council
9	F	3	3.	Member	Nia Ransom	9/1/2025	8/31/2027	2	Mayor
2	M	2	4.	Member	Madin Akpo-Esambe	9/1/2025	8/31/2027	2	City Council
1	M	6	5.	Member	Taylor Hom	9/1/2025	8/31/2027	2	Mayor
			6.	Member		9/1/2025	8/31/2027		City Council
			7.	Member	Joan Chen	9/1/2024	8/31/2026	1	Mayor
3	M	2	8.	Member	Rafael Ronquillo	9/1/2024	8/31/2026	1	City Council
6	NB/O	3	9.	Member	Molly McNeely	9/1/2024	8/31/2026	1	Mayor
6	M	1	10.	Member	Maxwell Baker	9/1/2024	8/31/2026	1	City Council
2	M	3	11.	Member	Joseph Roberts	9/1/2024	8/31/2026	2	Mayor
			12.	Get Engaged Member	Naomi Cutler	9/1/2025	8/31/2026	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	2	2		2	1	1	1			2			1
Council	3	1				1	1			2			
Other													
Total	5	5		2	1	2	2			4			1

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.