



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 checked="" type="checkbox"/> Appointment OR <input 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: * 9/1/2023 to 8/31/2025 <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): <i>Bruce A. Harrell</i> Date Signed (appointed): 8/22/2023	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.

NIA RANSOM

PROGRAM COORDINATOR

A high-performing and personable individual with 10 years in customer service, and 3 years in project management within a world class B2B commercial furniture industry, education, non-profit, manufacturing, and retail setting.

CORE COMPETENCIES

Scheduling | Budgeting | Project Management | Meeting Facilitation | Vendor Management | Customer Service | Calendaring | Invoicing | Purchase Orders | Training | Quoting | Document Organization | Inventory | Data Tracking | Sales Support | Logistics

PROFESSIONAL EXPERIENCE

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

- Manage logistics and provide staffing support for all School of Medicine student life events.
- Provide training, support, and information to student organization representatives.

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

Collaborated with fulfillment and the warehouse team to manage freight logistics for the company, and oversaw 40 installers nationally to execute commercial space plans and timelines for 5 Account Managers. Quoted installation services based on scope of work and profit margin, and collaborated with Accounting to process invoices and purchase orders. Oversaw the sales, shipping, install, and project process from start to finish to mitigate risk and reduce mistakes.

- Managed complex scheduling and executed 10-20 office installations, bi-weekly.
- Trained 10 staff in customer service and sales on company logistics, sales, and installation process.
- Directed the post-sale timeline for inventory, shipping, delivery, and assembly of products for projects over \$40K.
- Proposed project scope and collected bid proposals to determine the best service at the client's budget.
- Served as the point of contact for installers, vendors, 3PLs, and customers regarding shipping, and product issues.
- Updated project status notes and noted any issues for account managers and stakeholders daily.
- Documented new project processes and organized project files for account managers for easy access.
- Vetted, sourced, and onboarded new installers into our system and based on project scopes.

Fully LLC, Workplace Account Manager (Portland, OR, REMOTE), November 2021- July 2022

Used a consultative approach to understand the client's budget, timeline, and ergonomic needs, negotiated pricing and terms of the sale in collaboration with the Pricing Manager and Accounting and developed pricing schedules with B2B partners, while working within the client's budget.

- 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.
- Onboarded and trained 11 staff on logistics, sales processes, and got them up to speed within 3 weeks of hire.

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, triaged the case queue delegating tasks to Account Managers, and managed the personal pipeline. Vetted businesses, conducted product consultations, processed purchase orders, negotiated pricing, finalized sales orders, and coordinated returns with the warehouse.

- 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.

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

Conducted troubleshooting, tracked and reported product issues to manufacturers, partnered with product development to improve products, and informed the warehouse on product issues.

- Facilitated 8 virtual training sessions for new staff on how to troubleshoot products.

- Created process and product documents for vendors and B2B partners around how to fix common product issues.
- Communicated with vendors daily regarding warranty issues and determined steps for and timeline for resolution.

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

- Organized and executed 10 store events to increase store memberships and attendance.
- Managed the bike repair calendar for a team of 5 mechanics.

AmeriCorps, College Career Advisor and Coordinator (San Francisco), August 2013 - March 2015

- Facilitated weekly college career meetings with other community based organizations and high school faculty.
- Planned and executed the annual college fair with over 50 community based organizations and colleges.
- Reported data quarterly using surveys, Excel spreadsheet, and Google docs for grant proposals.

Boys and Girls Club, Mountain Bike Specialist (San Francisco, CA), June 2011 - August 2011

EDUCATION

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

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
8	M	3	1.	Member	Yasir Alfarag	9/1/2023	8/31/2025	3	Mayor
6	M	2	2.	Member	Max Green	9/1/2022	8/31/2024	1	City Council
9	F	3	3.	Member	Nia Ransom	9/1/2023	8/31/2025	1	Mayor
6	F	1	4.	Member	Diane C. Hetrick	9/1/2023	8/31/2025	1	City Council
9	O	3	5.	Member	Ty Bottorff	9/1/2023	8/31/2025	2	Mayor
6	M	7	6.	Member	Douglas Migden	9/1/2023	8/31/2025	2	City Council
6	F	7	7.	Member	Donna McBain Evans	9/1/2022	8/31/2024	1	Mayor
6	F	4	8.	Member	Christine Stawitz	9/1/2022	8/31/2024	1	City Council
	F	3	9.	Member	Amy Conroy	9/1/2022	8/31/2024	1	Mayor
6	M	3	10.	Member	Peter Bryan	9/1/2022	8/31/2024	1	City Council
2	M	3	11.	Member	Joseph Roberts	9/1/2022	8/31/2024	1	Mayor
	M		12.	Get Engaged Member	Arya Blourchian	9/1/2022	8/31/2023	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	3	3		1		1				1		1	2					
Council	3	2								5								
Other																		
Total	6	5		1		1				6		1	2					

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.