

Contact Information

* Name
Yvonne Wilson

* Home Address*
2017 1st St

*You must be registered to vote in the City of Staunton. You can determine this by checking your voter card or by calling the Voter Registration Office at 540.332.3840.

Phone

Mobile Phone

* Email

Qualifications

* **How long have you resided in the Commonwealth of Virginia?**
4 years

* **How long have you resided in the City of Staunton?**
3 years

Have you ever been elected or appointed as an Officer or Commissioner for the City of Staunton?
No

* **Please indicate why you are interested in serving on City Council:**

As a Stauntonian first and a former City Council candidate, my platform has not changed. My goal is to make a positive impact in the West End, as well as all of Staunton. I have a deep understanding of the challenges and deficiencies that exist in terms of transportation, healthcare, and economic development. These issues not only affect me personally, as a member of the working class, but also many of my fellow community members. I am committed to addressing these challenges and working toward implementing sustainable solutions that will improve the quality of life for all residents. Rather than simply complaining about what is lacking, I am determined to take action and make a meaningful difference in the lives of those around me.

* **Please indicate areas of your experience and knowledge that you see as important for consideration of your application for appointment:**

My background as a member of the working class has provided me with valuable insight into the challenges facing the citizens of Staunton. I have personally experienced issues related to homelessness, limited access to public transportation and commuter services, and financial struggles. This firsthand knowledge allows me to empathize with and effectively represent the diverse range of circumstances that many Staunton residents face. Additionally, my experiences have equipped me with the understanding necessary to make informed decisions in the best interest of the community.

* **Please list any relevant leadership skills or educational training:**

While serving in the Marines, I was a Hazmat Supervisor in H & S Comm Platoon on Camp Foster in Okinawa. In this role, I've trained Marines of all ranks in Hazmat safety, preventative maintenance and waste management. Because of this role, I have experience in: Research and development of critical government regulations, technical writing, training and enforcement.

Indicate if you are attaching additional information pertinent to this application.
Attachments are provided

Attachment
SKIPPED

* **Digital Signature**
Yvonne Wilson

* **Date and Time**
01/27/2023 7:38 AM

Be advised that upon submission, this application and supporting documents become a public document and will be published by the City of Staunton.

Yvonne Wilson

2017 1st Street • Staunton, VA 24401 • [REDACTED] • [REDACTED]

Customer Service

Results-oriented, high-energy, hands-on professional with skills in administration and customer service.

Key skills include:

- Monetary Management
 - Telesales
 - Dispute Resolution
 - Billing and Collections
-

PROFESSIONAL EXPERIENCE

Customer Service

Expert Global Solutions (Prior Authorization Representative--Remote)

- Processed Rx requests for medical preauthorization.
- Verified eligibility within the database system to members and providers.
- Analyzed faxed requests to determine insurance coverage and approval.
- Handled inbound telephone and written inquiries from pharmacists and doctors by screening benefit plan design, client specifics and clinical criteria.

Xerox (Benefits Solution Specialist under Human Resources)

- Enrolled employees in health, retirement and compensation plan packages.
- Advised employees on the status of their HRA, HSA and FSA accounts.
- Researched and analyzed healthcare plans, including medical, dental, vision and disability insurance.

Valley Oil Corporation (Cashier Associate)

- Established or identified prices of goods, services or admission and tabulated bills using calculators, cash registers, or optical price scanners.
- Received payment by cash, check, credit cards, vouchers, or debits.
- Performed basic bookkeeping for monies collected or disbursed and issued receipts, refunds, credits, etc.

Affinitas Corporation (Third party billing specialist for Cox Communications)

- Negotiated and processed payment arrangements for delinquent accounts.
- Answered all inbound billing inquiries.
- Generated invoices and tracked collections.
- Utilized problem-solving techniques, asked probing questions, and applied product knowledge.
- Scheduled installation appointments for new and additional services.

Telesales

Revana/Teletech (Third-party outbound B2B mobility solutions for AT&T)

- Performed customer/account assessments to determine specific needs of various businesses.
- Upsold device upgrades, mobile applications and new services.

Dial America (Third party outbound telesales for SiriusXM Radio)

- Contacted customers to activate free trial in recently purchased new and pre-owned vehicles.
 - Improved customer retention by reaching out to lapsed business and residential accounts.
 - Upsold various promotions and upgrades based on account analytics.
-

CERTIFICATION

Master of Recording II Diploma—Conservatory of Recording Arts and Sciences
(Gilbert, Arizona. 2018).