

# Dawn J. Wilson

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## ***Summary of Skills***

Management professional with experience leading organizations and teams in corporate, non-profit, government and association settings. Skilled in strategy development, process design and rollout, training, and continuous improvement activities. Strong communication skills with expertise in partnership-building, conflict resolution, customer service management, marketing and public relations.

## ***Public Service Experience***

### **Kentucky Division of the United States Fencing Association**

**2007-Present**

*Chair, 2013 - present*

*Division Officer, 2007–2010*

- Facilitates two-way communication between the Executive Committee and 150 members in nine clubs across the state.
- Maintains division website and e-mail list to keep the members up to date on the division's activities and business, forwarding proposals and petitions to the E.C.
- Assists with ensuring compliance with USFA rules and requirements regarding competitions, and reports to the USFA and/or Great Lakes Section ratings changes, qualifiers, etc. from Division tournaments.
- Organized and managed two Super youth competitions with over 300 participants.
- Awarded Gold Medal for individual accomplishments in Fencing.
- Coaches and mentors fencers including adults, youth, and people with special needs.
- Planned Bourbon Open event and secured corporate sponsors including Brown Forman.
- Streamlined competitions, added more clubs and youth competitions; increased fundraising activity for clubs and added two Olympic level referees.
- Led efforts to put in a bid for Kentucky to host U.S. Fencing Summer Nationals in 2018.

### **Metro Louisville Human Relations Commission**

**2010 –Present**

*Vice-Chair, 2015-Present*

*Commissioner, 2010-2015*

- Appointed by Mayor Jerry Abramson in 2010 and reappointed by Mayor Greg Fischer to a second term in Nov 2011.
- Currently serving as the commission's Education chairperson responsible for facilitating communications with the Community at large in an effort to establish dialogues around the current disconnects that exist in the educational system related to access and diversity.
- Recently organized quarterly dialogue with the Jefferson County School Board, developing a partnership to create an environment that will foster learning at a higher level, engaging parents and the community at large.
- Wrote four reports to JCPS recommending changes regarding the availability of meals to low-income students, issues around homeless students, and other cross-cultural matters.
- Partners with the Jefferson County Teacher's Association to address ...
- Participated in selection of 12 young people in JCPS who were honored for their work in support of diversity.

### **Edenside Christian Church, Louisville, KY**

**2014 – present**

- Given the fiduciary responsibility to manage the church's finances and property, and ensure the church is compliant with any legal requirements.

- Maintained buildings and facilities, tracking the church's equipment and investments, keeping insurance policies up to date, and managing funds serving as a signatory for the church.

### **Fairness Campaign, Louisville, KY**

**2006-2012**

PAC Chair

- Streamlined organization finances by reducing number of bank accounts from sixteen to one.

### **Professional Experience**

#### **NGS / WellPoint**

**2015-2016**

Tier One Service Desk Associate

- Responded to 40-60 calls per day, providing technical support Medicare providers (i.e. Doctors' offices) and Submitters (3rd party vendors).
- Assisted Providers in following all technical requirements per HIPPA and Medicare.
- Supported web site navigation, password resets, login issues, FTP secure file transmissions on Mainframe and web apps.
- Familiar with PC ACE software and Connex website.

#### **Charter Communications**

**2003-2010**

Business Retention Advisor (CB), 2010-2014

Business Network Senior Data Technician (CB), 2007-2010

Director of Special Projects, 2006-2007

Security Suite Specialist (VAS), 2004-2007

HSD Specialist II (Mac), 2003-2004

- Provide information and security support for cable modems, antivirus and firewalls in a nation-wide network in a 24/7 call center
- Configure cable modem routers, telephone lines and email delivery.
- Assisted with rewrite of documents of VAS policies for new hires
- Assisted with CHSS 6.15 and home network issues
- Assisted with compilation and rewrite of training documents for VAS

#### **CUSTOMER SERVICE MANAGEMENT**

- Provide information, billing and support for the business customers in a nation-wide network in a 24/7 call center.
- Provide positive budgetary solutions and resolution to help business customers achieve their business goals utilizing Charter products.
- Take ownership of customers' concerns and act as a primary contact, providing name and telephone extension to help build confidence. Act as intermediary between customer and appropriate departments to ensure customer satisfaction.
- Research, analyze and resolve billing inquiries. Educate commercial customers on the competitive advantages of Charter Business products, services and support.
- Review commercial customer contracts and calculate early termination fees.
- Conduct surveys regarding customer satisfaction and reason for cancellation.
- Update Sales force, CIT, and billing system with result of the save attempt. Enter all appropriate work orders, credits and adjustments, early termination fees, etc.

### **MARKETING**

- Maintain knowledge of all marketing campaigns, competitive campaigns/pricing, save offers, and make appropriate use of campaigns/save offers in retaining customers.
- Save and re-sell the value of our products and services by properly aligning their features, benefits and price with the needs of our customers by effectively transitioning from the Save to upgrading the customer to additional products and services.
- Responsible for skillfully retaining customers through positive customer relationship building. This includes but is not limited to: diffusing the irate customer situation by utilizing strong listening skills and probing techniques and identifying reason(s) for disconnect and overcome objections.

### **TEAM LEADERSHIP**

- As Special Project Leader, supervised 8 team members and wrote training manual for added value services.
- Assisted with coaching of new hires on CBN policies as being a team captain.
- Completed special Project in Network Operations.
- Assisted with coaching of new hires on VAS policies.
- Identified and engaged Field Personnel to assist with retention efforts as warranted.
- Developed and Assisted of new hires on CBN retention policies.

### ***Education***

#### ***University of Kentucky, Lexington, KY***

Graduate Studies Masters of Business Administration.

#### ***Transylvania University, Lexington, KY***

B.A. Political Science/International Affairs

#### **Intern, Office of U.S. Senator Mitch McConnell**

- Actively involved in constituent relations, initiated contact with customs, corrections and law enforcement agencies, and legal officials. Worked with governmental regulatory agencies and decision-makers to resolve problems brought to the Senator's attention for resolution.

### **COMPUTER SKILLS & EXPERTISE**

- Languages/ Frameworks // HTML - HTML5, DOS, C+, C++, HTML, UNIX, SYBASE
- Software // Adobe Creative Suite, MS Office, CMS Systems
- Desktop/ Mobile Platforms // Windows 10 & Mac OS 9., OS X v10.0, OS X v10.8
- Web Browsers // Google, Yahoo, Bing and other adaptive browsers
- Team Collaboration //VPN, Remote Desktop, Source Control Abilities
- Social/User Interaction //
- High Working Knowledge // Classic ASP & ASP.NET, PHP, JavaScript, SQL, MySQL, DNS