

# KING COUNTY BOARDS AND COMMISSIONS



King County

## REAPPOINTMENT REQUEST FORM

Thank you for your service on a King County board or commission. We are glad that you wish to continue serving the residents of King County as a member of a King County board or commission. In order to start the reappointment process, please complete this Reappointment Request form.

**Date:**

October 19, 2020
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**I'm seeking reappointment to the (board name):**

Washington State Boundary for King County
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**Name of Board Member Seeking Reappointment:**

Sylvia Bushnell
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**Preferred Contact Information:**

Address	10825 Glen Acres Dr. South #B
City, State, Zip Code	Seattle, WA 98168
Home Phone	206-235-5621
Work Phone	NA
Cell Phone	206-947-6663
Email Address	<a href="mailto:bushnell@oz.net">bushnell@oz.net</a>

**Physical Home Address (REQUIRED if different from preferred mailing address)**

Home Address	
City, State, Zip Code	

**Please return your completed form to:**

Rick Ybarra, Liaison for Boards and Commissions  
King County Executive Office  
401 Fifth Ave, Suite 800  
Seattle, WA 98104  
Direct Line: 206-263-9651  
Email: [Rick.Ybarra@kingcounty.gov](mailto:Rick.Ybarra@kingcounty.gov)

## **SYLVIA BUSHNELL**

Address: \_\_10825 Glen Acres Dr. South #B Phone:206-947-6663

**Experience:** 2004 to 2008 King County Elections Renton, Washington

### **Trainer Lead**

- Responsible for training 1,000 – 4,000 election poll workers in King County

1983 to 1998 Century Link Bellevue, Washington

### **Director, Customer Care Operations (1993- 1998)**

- 29 Customer Care Centers in 17 markets
- Customer Support, Sales, Repair, Installation, Inventory Management
- Developed long term strategy for Customer Care Centers

### **Director, Technical Support (1988- 1993)**

- Managed a separate subsidiary acquired to support cellular installation and repairs
- Customer Support, Sales, Repair, Installation, Inventory Management

### **General Manager, Customer Service (1983 – 1988)**

- Created the department that grew to 80 employees
- Supported 20 markets in 14 states 200,000 customers
- Managed service level objectives

**Education** 1965 – 1970 University of Washington Seattle, WA

### **Comprehensive Experience and Training**

- Implementation of “Total Quality Management” concepts
- Developing department goals and action plans
- Operations troubleshooting and problem-solving
- Assessing customer needs
- Converting customer needs into cost effective operating plans
- Delivering quality service through customer services staff
- Establishing sales account objectives
- Creating sales awards and incentive programs
- Coaching for personnel commitment and results

## **Miscellaneous Experience**

- Vice Chair of West Hill UAC for King County Unincorporated Area 2002-2005
- Volunteer manager for the American Cancer Society's Discovery Shop (Kent, Washington) 2002-2005
- Para-professional supervising parental visits with foster children and their biological parent 2000 – 2004
- Mystery shopper specializing in apartment and condo rental/sales in King County 2000-current
- Board president, Learning Disabilities Association of Washington 1991-1995