

**Civilian Review Board
APPLICATION**

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

Please complete the following information and submit with current resume or biography to the address below. Application process is open until January 15, 2021.

PERSONAL INFORMATION

Name: Stuart Aragon
Home Address: 532 Fairwood Avenue
City: Columbus State: OH Zip: 43205
Columbus Neighborhood: South of Main
Primary Phone Number: 408-207-6937 Preferred Email Address: saragonx@gmail.com
Reference #1 Sarai Rosa 408-807-8018
Reference #2 AnaMaria Guevara LSW 408-666-4749
Reference #3 David Sutherland 330-417-9190

We are seeking to seat a Civilian Review Board that reflects the rich diversity of our community. Providing this information will help us reach that goal but is completely optional.

Birthdate (Month/Day/Year): 05/23/1977 Gender: M
Ethnicity Latino LGBTQI: Yes

EMPLOYMENT INFORMATION:

Occupation/Employer: CoverMyMeds
Title/Position: Case Manager
Work Address: 2 Miranova Drive
City: Columbus State: OH Zip: 43215
Educational Background: BA of Interdisciplinary Studies Concentrations in Public Administration and LGBTQI studies.

QUESTIONS:

1. What inspires your interest in becoming a member of the Civilian Review Board? What insights from your community involvement, lived experiences and/or your job/career would you bring to this work?

Most importantly, I want to make a difference in my community. I have many minority identities and can relate to the issues that are affecting our most vulnerable. As a Latino man, I have struggled to maneuver this world as an immigrant first and then as a naturalized citizen. I currently live in a neighborhood that has seen better days with a community struggling to regain trust in their police force. I am passionate about facilitating an environment where all review members feel comfortable exploring and innovating solutions that work for all of the people of Columbus.

2. If appointed, explain how can you make clear and unbiased recommendations based on the facts presented? (limit 300 words)

I understand that we all come with conscious and unconscious biases. I have been on the receiving end of the dehumanizing effects of racism and prejudice. But these examples of injustices have pushed me to be the kind of man that "leaves those biases" at the door. I have taken seminars like Managing your Conscious and Unconscious Biases to combat my very human desire to make snap decisions. I have spent a lot of time recognizing my biases to be a better judge of character. As a person, I thrive in situations where I am working with multiple points of view. I have amazing de-escalation skills from my time working behind a bar and answering customer service complaints on the phone.

3. Do you have any experience related to a civilian review board? If so, please explain

I do not directly experience working on a review board, but I have had the honor of serving on a several juries. I may be strange, but I believe very deeply in my civic duties, while some folks fight to get out of jury duty, I welcome it. I believe we all need to be the change we want in our communities. After almost a year of unrest and public outcry for justice reform in this country, it is time that we start making the incremental changes that are needed to start healing as a community and country. I would like to help by using the same critical thinking skills that I used while serving as jury foreman. While strongly advocating for justice, diversity, and inclusion for our communities.

4. Please share anything else you would like to be considered during the review of your application

My neighborhood is a good place, but I believe it can be better. Amazing people live in my neighborhood, but they want to feel safe walking to the Kroger's on Main and Alum Creek. My neighborhood wants law and order but not at the expense of their liberties. My neighborhood is diverse and wants to be represented by a diverse review board. My neighborhood is worth fighting for and that is why I would like your consideration for the Civilian Review Board.

If you are not selected to be part of the Civilian Review Board, would you be interested in becoming involved in other ways with neighborhood safety in Columbus? Yes No

Submit completed application and current resume or biography via email to:

Email: civilianreviewboard@columbus.gov

Mail or deliver to:

Attn: Office of the Mayor/Civilian Review Board
90 West Broad Street
Columbus, OH 43215
Telephone: 614-724-4438

Please be advised that the following information will be used to determine eligibility in consideration of a potential appointment to the Columbus Civilian Review Board. Further, such information may be deemed a public record and may be disseminated where appropriate. Applicants must reside in Columbus, Ohio. In consideration of each applicant, the City of Columbus and Mayor's Office shall abide by all laws of the State of Ohio and the City of Columbus.

STUART ARAGON - CASE MANAGER

QUALIFICATIONS A Charismatic leader offering 8 years of training & HR experience developing over 300 dedicated employees and team leaders. Known for excellent customer service skills and creating a culture and training programs that improve team member skills and increase retention.

EXPERIENCE

CASE MANAGER, COVERMYMEDS

March 2019 - Present

- Provide exceptional customer experiences with 95%+ average quality scores versus the 90% target.
- Lead a small team while managing the patient's Mayzent journey via case manager workflow.
- Proficient in multitasking and managing a high case volume.
- Successfully and professionally conducts benefit investigations to determine insurance coverage and patient responsibility.
- Member on the Specialty Shadow Team.

ACCOUNT COORDINATOR, COVERMYMEDS

December 2017 - March 2019

- Provide exceptional customer experiences with 95%+ average quality scores versus the 90% target.
- Supported our user via chat and in-bound calls.
- Participating in several specialty groups including Spanish Support and Training Shadow Team while assisting with new hire onboarding.

CS TRAINING & DEVELOPMENT SPECIALIST, ZULILY

November 2014 - December 2017

- Created training materials, job aids, and procedural guides.
 - Reported trends and technical problems effecting reps and training experience
 - Facilitated 30+ classes in 2016-2017.
 - Successfully graduated 300+ participants in 2016-2017.
 - Facilitated New Hire orientation and onboarding.
 - Prepared New Hire paperwork such as W9 and insurance enrollment.
 - Proficient in providing coaching to new hires and performing employee separations when needed.
 - Conducting interviews with potential new hires.
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TEAM HIRING COORDINATOR / BARTENDER, DAVE AND BUSTER'S
September 2003 - December 2016

- Recruited and trained new D&B employees for serving, bartending, reception and technical game staff positions.
- Developed and executed training programs from the ground up to create a professional training department.
- Managed all internal staffing solutions and collaborated with other managers, and staff to achieve business goals for 2007 by increasing staffing levels from 45% to 90%.
- Successfully conducted employee reference checks and verifications of employment.

EDUCATION ARIZONA STATE UNIVERSITY - PHOENIX, ARIZONA
BACHELOR OF INTERDISCIPLINARY STUDIES

Studied Public Management and Administration, Contemporary Policy Challenges, Gender and Communication, and Public Leadership
