

From: noreply@civicplus.com
To: [City Clerk Department](#)
Subject: Online Form Submittal: Citizen Board/Committee Application
Date: Thursday, January 22, 2026 5:01:03 PM

This Message Is From an External Sender

This message came from outside your organization.

Citizen Board/Committee Application

Contact Information

Applications remain on file for **6 months only**.

Choose from the following	Planning and Zoning Board
---------------------------	---------------------------

Name	Ashley Hill
------	-------------

Email Address	ashleyanswer@outlook.com
---------------	--------------------------

Organization	<i>Field not completed.</i>
--------------	-----------------------------

Address	3239 Wild Pepper Ct
---------	---------------------

City	Deltona
------	---------

State	FL
-------	----

Zip Code	32725
----------	-------

Phone Number	4077547995
--------------	------------

Fax Number	<i>Field not completed.</i>
------------	-----------------------------

About Yourself

Number of Years as a Deltona Resident	2 to 5 Years
---------------------------------------	--------------

What Commission district do you reside in?	District 1
--	------------

Are you a registered voter in Volusia County?	Yes
---	-----

Who is your employer?
(Please include
number of years,
address, phone
number and title /
position)

Amtrust, 407-670-6282

Please summarize your
work experience.

Licensed 6-20 Florida All Lines Adjuster with over 3 years of experience handling Florida lost-time workers' compensation and PIP auto claims. Skilled in claims investigation, negotiation, settlement, and customer relations. Proficient in Microsoft Office Suite and Google Workspace. Known for strong analytical judgment, organization, and communication skills.

PROFESSIONAL EXPERIENCE

AmTrust Financial – Claims Examiner (Jan 2024 – Present)

- Conduct thorough claim investigations including coverage analysis, compensability, subrogation opportunities, and SIU referrals.
- Manage claim settlements and negotiations to achieve fair and timely resolutions.
- Deliver exceptional customer service by maintaining clear communication with claimants, employers, and medical providers.
- Ensure compliance with state laws, company policies, and best practices throughout the claims process.

Kemper Insurance – PIP Adjuster (Mar 2022 – Jan 2024)

- Managed a high-volume caseload of Florida Personal Injury Protection (PIP) claims from inception to resolution.
- Reduced claim cycle time through efficient documentation and early evaluation strategies.
- Collaborated with medical providers, attorneys, and insureds to ensure accurate benefit payments and minimize leakage.
- Recognized for exceptional file quality and adherence to regulatory standards.

Together Health – Health Insurance Onboarding Specialist (Oct 2020 – Sep 2021)

- Assisted new members with health insurance plan selection, enrollment, and onboarding.
- Educated customers on plan benefits and coverage options to improve satisfaction and retention.
- Collaborated with cross-functional teams to streamline onboarding processes.

Concentrix – Avalon Technical Support Advisor (Apr 2017 – Aug 2020)

- Provided Tier 1 technical support to clients and resolved software and connectivity issues efficiently.

- Maintained high customer satisfaction scores through clear communication and empathy.
 - Trained new hires on company systems and customer service best practices.
- Emory Healthcare – PCA / CPR Instructor (Aug 2016 – Aug 2020)
- Delivered patient care in accordance with clinical standards and physician directives.
 - Taught Basic Life Support (BLS) and Heartsaver CPR courses to healthcare professionals and community members.
 - Maintained detailed documentation of training sessions and certifications.

EDUCATION & CERTIFICATIONS

- Florida 6-20 All Lines Adjuster License
- Florida 240 Health Insurance License
- Phlebotomy Technician Certification
- Certified Nursing Assistant (CNA) – Atlanta Technical College
- American Heart Association Instructor – BLS & Heartsaver C

List any volunteer service organizations, clubs, or professional societies you are a member of and give the positions or titles you have held.

Deltona Women's Club- Civic Engagement Committee Chair
Power in Praise- Event Coordinator and nursery Assistant

Describe any additional knowledge, skill, education, or experience you have, which would assist you in the duties of this Board/Committee.

I learned about the planning and development board in Deltona University.

Explain why you want to serve on this Board/Committee, and include any potential contribution you selection would bring.

I would like to serve my community and get more involved with the growth of our city. I would like to continue to learn and be actively engaged.

Potential Conflict of Interest

NA

Have you ever been convicted for violation of any federal, state, county, or municipal

No

law, regulation, or ordinance? If so, give details. Do not include traffic violations or fines of \$100 or less that were imposed, unless it also included a jail sentence.

List names, addresses, and telephone numbers of at least three persons who are in a position to comment on your qualifications and of whom inquiry may be made by the City of Deltona.

Amber Shillingford- 308-801-2446 email deltonagfwc@gmail.com

Yvette Meadows- +1 (386) 216-7012
meadowsalex1990@gmail.com

Kanika Knight- kanikaknight9@gmail.com +1 (352) 502-6515

Additional Information or Comments

Field not completed.

Email not displaying correctly? [View it in your browser.](#)