

SENIOR TRANSPORTATION EXECUTIVE

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SUMMARY OF QUALIFICATIONS

Results-driven leader with more than 20 years' experience and a 13+ year track record of outstanding performance in management, strategic planning, personnel training/development and customer support in New York City Transit.

*resourceful • creative • cost conscious
effective communicator • change master • problem solver • committed to excellence*

Seasoned professional adept in needs assessment, developing productivity improvement strategies, detecting oversights, appropriating disciplinary actions, and creating effective communication systems. Approach challenges with an optimistic "it can be done" approach, established record of surpassing productivity goals and performance objectives.

DEMONSTRATED AREAS OF EXPERTISE INCLUDE

Safety Training & Development

Negotiations

Program Development & Enhancement

Leadership

Investigative Research

Communication

Long-Term Strategic Planning

Team Building

Quality & Productivity Improvement

Staffing & Management Development

Public Relations

Community Relations

- Organized, take-charge management professional with exceptional follow-through abilities and detail orientation, oversee projects from concept to successful conclusion.
- Efficiently and effectively prioritize a broad range of responsibilities to consistently exceed prescribed goals.
- Respond immediately to emergency situations and handle pressure with ease.
- Thorough knowledge of NYCT rules, regulations and union contracts.

PROFESSIONAL EXPERIENCE

NEW YORK CITY TRANSIT AUTHORITY/MABSTOA, New York, NY

Assistant General Superintendent

6/02 – Present

Superintendent, Manhattan Road Operations

2001 – 2002

Safety Superintendent, Manhattan Division

2000 – 2001

Superintendent, Transportation

1998 – 2000

- **Promoted to execute leadership**, monitor and respond to road calls, restore bus operations back to satisfactory levels in accordance with customer safety and protocols.
- **Driver for change in the effective use of scarce resources** and thorough understanding of policy changes. As a liaison, established well organized communication systems and new policy instruction/teaching methods with depot personnel and road operations.
- **Determine appropriate disciplinary methods necessary** to deliver effective transport accessibility programs.
- Evaluate and regulate the performance levels of Bus Operators.
- **Saved more than \$500,000** through effective implementation of new training methods.
- **Develop high-caliber and goal surpassing staff.** Facilitate re-education courses to increase operator's safety, productivity and efficiency.
- **Coordinate with bus safety and training, road control and Manhattan depots** to ensure that operators meet and exceed NYCT standards and requirements.
- Create and implement safety protocols to reduce the rate of accidents.

Surface Line Dispatcher

1992 – 1998

- **Supervised a depot of more than 450** bus operators.
- **Ensured the availability** and productivity of operators met NYCTA standards.
- **Addressed service problems and made recommendations** that were safe and cost effective.
- Provided service in all capacities to: general, crew, yard and road control.
- Facilitated general and depot picks.

Bus Operator

1990 – 1992

- **Delivered safe and efficient transportation** to the public.
- Provided service on over 24 lines throughout New York City, local and express.
- Consistently met and exceeded performance requirements.

SPECIAL SKILLS AND TRAINING

- Provided preliminary training to bus operators testing to become dispatchers.
- Certified participant in Dupont Safety classes.
- Microsoft Word, Excel, Internet Research

VOLUNTEER EXPERIENCE / COMMUNITY OUTREACH

Mentor/Guest Speaker, **Junior Achievement of New York**, 1997

Site Tour Liaison, **The Education & Industry Partnership of New York**, 2003