



University of Maryland University College

Katrina Johnson

123 Main Street • Charm City, AZ • 555-555-5555 • katrina.johnson@email.com

Career Profile

Successful in building and leading operations, facilitating change through training, directional and motivational management, and managing multiple technical work crews. Create and maintaining strong business relationship across the industry and functional lines. I am a skilled problem solver and decision maker.

Core Competencies:

- Staff Training and Leadership Development
- Track Maintenance Operations
- Workload Planning and Prioritization
- Strategic, Business, and Financial Planning
- Quality and Performance Improvement
- Multi-site Operations
- Ensures Safe Work Environment
- Customer Relations

Professional Experience

XYZ Train Company, Charm City, AZ

Acting Maintenance Manager-TMYG

01/07 to Present

- Responsible for the scheduling of Track Maintenance work
- Track Inspections
- Generate detailed and accurate work orders for scheduled work to be completed track supervisors
- Exceptional with multi tasking
- Ensure track inspection reports are accurate before filing
- Enter track rights into ABC Track system and attend weekly track rights meetings
- Work closely with Superintendent, Assistant Superintendent, Supervisors/Leads, and Track Inspectors
- Review daily reports and paperwork to monitor accuracy
- Ensure time sensitive constraints are complied with (*Incidents, Accidents, Joint Switch Inspections, etc.*)
- Control and develop work schedules to ensure effective personnel utilization
- Credit Card purchases and maintains accurate records for all transactions
- Communicate effectively, both verbally and in writing
- Increased maintenance on the assigned line by sixty percent from the 1st quarter of 2007 to the 2nd quarter of 2007

XYZ Train Company, Charm City, AZ

05/06 to Present

Acting Assistant Superintendent

Recruited as a key member of the management team to assume the responsibilities of the Assistant Superintendent.

- Investigate and resolve non-routine operational, procedural, and personnel problems and complaints
- Facilitate solutions to problems facing the department
- Implements the values of the organization through example and accountabilities
- Oversee the planning, implementation, direction and management of all functions and resources of the region to achieve the strategic objectives of the department
- Regularly direct or supervise the work of at least six fulltime employees at the supervisor level
- Review daily reports and paperwork to monitor accuracy
- Ensure time sensitive constraints are complied with
- Control and develop work schedules to ensure effective personnel utilization
- Develop and monitor vacation and personal holiday schedules
- Communicate effectively, both verbally and in writing

XYZ Train Station, Charm City, AZ

03/04 to 05/06

Supervisor of Track and Way

- Responsible for the supervision of the following track maintenance crews:
 - Rail renewal



University of Maryland University College

- Cross Tie renewal
 - Fastener renewal
 - Stud renewal
 - Third rail maintenance
 - Switch maintenance/inspection
 - Familiar with all fastening systems (F-17, F-20, Lord, Hixon, Pandrol Plates, Cut Spike Plates and Landis)
- Work closely with the Assistant Superintendent
 - Chairperson for safety meetings
 - Implements the values of the organization through example and accountabilities
 - Prepare daily reports
 - Communicate with various departments and contractors

XYZ Train Station, Charm City, AZ

08/00 to 05/06

Equipment Operator/Leadman

Worked in the following maintenance crews:

- Rail renewal
- Cross Tie renewal
- Fastener renewal
- Stud renewal
- Third rail maintenance
- Switch maintenance/inspection
- Switch Replacement
- Floating Slab

Lead responsible for the following duties and track maintenance crews:

- Rail renewal
- Stud Renewal
- Fastener Renewal
- Third rail maintenance
- Prepared daily reports
- Worked closely with supervisors to achieve the daily goals

Strengths

- Highly-effective planner, organizer and time manager who efficiently handles projects simultaneously
- Innovative thinker and creative problem solver
- Dependable; strong work ethic; integrity

Accomplishments

- Accepted into the National XYZ Superintendent Succession Planning Program
- Created a training program for new track employees. This program is essential to the department because it provides a learning tool for new employees who have do not know about track maintenance. Also, this program will help with the employee's growth and development with the organization.
- Developed the Supervisor Training Program which targets aspiring supervisors in TSSM to provide a comprehensive overview safety, operations, and supervisory principles. Participants learned managerial concepts, effective verbal and written communication skills.

Education/Training

Master in Business Administration

University of Maryland University College, Adelphi, MD

Bachelor of Science in Business Administration

Charm City, AZ

XYZ Train Station Training Classes: Training classes completed at WMATA: Service, Sexual Harassment Training, Building Effective Leadership and Safety Management, Dale Carnegie Training, Foundations of Leadership.