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Top Skills

Management
Time Management
Customer Service

Certifications

National Incident Management System (NIMS)

Demetrius Alexander

- Former Rail Traffic Controller and Operations Manager with the Washington Metropolitan Transit Authority -
Atlanta Metropolitan Area

Summary

As a former Rail Traffic Controller at Washington Metropolitan Area Transit Authority with a decade of experience in this role, I was responsible for ensuring the safe and efficient movement of trains throughout the rail transit system. I supervised the arrival and departure of trains, monitored the status of various systems and devices, and maintained radio communications with train operators, station managers, and maintenance crews. I also coordinated with other agencies and departments to resolve any operational issues or emergencies that may have arisen.

Prior to joining WMATA, I served as a Non Commissioned Officer in Charge of Aviation Resource Managers in the United States Air Force for 14 years, where I gained valuable skills and knowledge in aviation management, flight planning, airfield safety, and emergency response. I also developed proficiency in Oracle database management, quality assurance, and procedural continuity drafting and proposals. I hold a National Incident Management System (NIMS) certification issued by FEMA and a Department of Defense SECRET-level Clearance. I am passionate about delivering excellent customer service, solving problems, and multitasking in a fast-paced environment. I am always eager to learn new things and contribute to the success of my team and organization.

Experience

WMATA

9 years 8 months

Rail Traffic Controller

August 2014 - March 2024 (9 years 8 months)

- Supervised the arrival/departure of trains at stations, terminals and yards in order to maintain proper headway.

- Monitored status of various systems and devices related to the rail transit operations.
- Maintained two-way radio communications with Metrorail train operators, station managers, Rail supervisors and maintenance crews during the performance of their duties within the Rail system.
- Directed train operators and station managers to take specific actions contingent on the operating problems which may arise.
- Coordinated with Rail Supervisors, road mechanics, station managers, interlocking operators and terminal supervisors on problems associated with equipment/customers and with maintenance personnel working on various wayside equipment and devices.
- Monitored and exercised continuous and complete control over movement of non-revenue vehicles on the mainline.
- Received reports from train operators and station managers on accidents, disabled trains, sick/injured customers, intoxicated/disorderly customers, assaults, robberies and other occurrences.
- Assisted in the training of new employees at the discretion of OCC Management.

Quality Assurance Specialist

October 2022 - March 2023 (6 months)

- Observes, measures, and documents the performance of systems, facilities, procedures, and employees to ensure compliance with WMATA standards and safety requirements.
- Reviews Rail Operations Control Center {ROCC} operating procedures and all controlled documents to ensure that operations are conducted safely and in compliance with WMATA's Quality Management System Plan.
- Provides assistance with developing Quality Control (QC) programs in order to be in compliance with ROCC processes.
- Verifies risk mitigations are working as created; identifying additional areas for improvement in the ROCC.
- Performs investigations/audits of workplace treatment, operating practices and procedural actions for the purpose of adherence to established WMATA's quality and safety standards.
- Recommends corrective actions for ROCC staff as well as additional and/or remedial training to alleviate substandard performance.
- Provides immediate corrective guidance for employees observed to be performing their duties in an unsafe, insubordinate, unfair, unethical, discriminative or substandard manner.

- Recommends disciplinary action if/when personnel are found to be in violation of WMATA practices as well as when procedures are curtailed from standard practices.
- Modifies existing operational equipment procedures and work methods to improve the overall efficiency, effectiveness, and safety of the operations center.
- Assists in ensuring WMATA, specifically ROCC operations, maintain compliance with Federal Transit Administration {FTA} standards.
- Ambassador of the ROCC, performing liaison duties for all entities under the WMATA umbrella to include Track and Structures, Rail Transportation, Automatic Train Control, Communications and Information Technology
- Works alongside ROCC Training department for the purposes of establishing modern academic and On The Job Training {OJT} curriculum in order to deliver the highest quality Rail Traffic Controllers in North America.

United States Air Force

Non Commissioned Officer in Charge - Aviation Resource Managers
November 1999 - November 2013 (14 years 1 month)

San Antonio, TX / Biloxi, MS / Phoenix, AZ / United Kingdom / St Louis, MO

- Implemented airfield safety procedures
- Assisted in responding to aircraft/medical emergencies.
- Managed wildlife on/around airport grounds.
- Coordinated with agencies such as air traffic control, civil engineers, and command posts to ensure support of airfield management activities.
- Planned and coordinated airfield construction.
- Performed and supervised airfield management activities, including mobile airfield management functions.
- Coordinated communications between air traffic control and maintenance personnel.
- Trained operations staff.
- Monitored the arrival, parking, refueling, loading, and departure of all aircraft.
- Provided aircrews with information and services needed for airfield management and flight planning.
- Maintained air-to-ground and point-to-point radio contact with aircraft commanders.
- Maintained flight and events logs, air crew flying records, and flight operations records of incoming and outgoing flights.
- Used airfield landing and navigational aids and digital data terminal communications equipment to perform duties.

- Coordinated changes to flight itineraries with appropriate Air Traffic Control (ATC) agencies.
- Anticipated aircraft equipment needs for air evacuation and cargo flights.
- Received and posted weather information and flight plan data
- Procured, produced, and provided information on the safe operation of aircraft
- Relayed departure, arrival, delay, aircraft and airfield status, and other pertinent information to controlling agencies.
- Received, transmitted, and controlled message traffic.
- Collaborated with others to plan flight schedules and air crew assignments.
- Conducted departure and arrival briefings.
- Posted visual display boards and status boards.
- Coordinated with agencies to meet aircrew requirements for billeting, meals, refueling, ground transportation, and transient aircraft maintenance.
- Checked military flight plans with civilian agencies.

InterContinental Hotels Group

Guest Services

April 2011 - April 2012 (1 year 1 month)

Fairview Heights, Illinois

- Greeted guests
- Checked-in/checked-out guests using Opera software
- Performed switchboard operator duties
- Made reservations for future guests and groups
- Responsible for all front counter cashier duties
- Stocked the sundries shop,
- Made courtesy calls to guests who had already checked in
- Resolved guest complaints
- Acted in the role of full-experience concierge

Kelly Services

Data Entry Clerk

June 1998 - October 1999 (1 year 5 months)

- Worked for Coldwell Banker and Regions Mortgage
- Provided data entry work from source documents entering information into Microsoft Excel spreadsheets.
- Accurately input, inserted, deleted, corrected, and managed data according to data entry instructions and company procedures.
- Endured database integrity and streamlined efficiency with file management corrections.

Winn-Dixie

Warehouse Worker

January 1999 - June 1999 (6 months)

- Assigned to the frozen goods portion of the warehouse.
- Constructed pallets from the store request lists.
- Packaged and sent pallets to shipping department for prompt delivery to servicing stores.
- Drove service trucks and operated warehouse forklifts.
- Was responsible for inventory of over 500 items.

Alabama Shakespeare Festival

Usher/Concessionaire

August 1996 - June 1998 (1 year 11 months)

As Usher:

- Performed concierge duties for patrons at live theatre arts venue.
- Collected admission tickets passes from patrons.
- Assisted patrons with finding seats, searching for lost articles, and locating rest rooms facilities and telephones.

As Concessionaire:

- Assisted in safe food preparation.
- Prepared all locations and areas for day to day operation.
- Setup and tear-down for banquets and official staff meetings.
- Performed accounting and cashier duties for concessions and gift shop.
- Assisted with location inventory control duties.

Education

Community College of the Air Force

Associate of Arts (AA), Aviation/Airway Management and Operations

Aviation Management School (McGuire AFB, NJ)

Lead - Aviation Management · (2013 - 2013)

Oracle Database and Reports Writer (McGuire AFB, NJ)

Computer Programming, Specific Applications · (2013 - 2013)

United States Air Force Human Resources, Personnel, and Training Manager Course (Scott AFB, IL)

Workforce Development and Training · (2008 - 2008)

United States Air Force Management and Leadership School (Scott
AFB, IL)
Management / Leadership / Team-building · (2006 - 2006)