

# Sandrea Flowers, PMP

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## Credential

- ❖ Project Management Professional (PMP), Project Management Institute (PMI)
- ❖ Certified Associate in Project Management (CAPM), PMI

## Project Highlights

- ❖ Coronavirus (COVID-19) Pandemic Critical Supply Distribution, 2020-2021
- ❖ Deep Cleaning Initiative, 2019
- ❖ Open Road Tolling, 2016-2018
- ❖ Superstorm Sandy, 2012-2013

## Education

- ❖ Bachelor of Business Administration (BBA), Business Management – Monroe College, New Rochelle, NY

## Continuing Education Courses

- ❖ Project Management
- ❖ OSHA 30 Construction
- ❖ OSHA 10 General Industry

## Key Skills

- ❖ Research and critical thinking
  - ❖ Strategy execution
- ❖ Developing work performance standards

## Professional Affiliation

- ❖ Member, PMI, Westchester NY Chapter
- ❖ Member, American Copy Editors Society
  - ❖ Member, National Notary Association
- ❖ Notary Public, New York State

## Professional Profile

Results-driven project management professional with more than 18 years of progressively responsible experience in business and transportation operations and managing projects and teams in high pressure work environments.

## Professional Experience

### Group Station Manager

Metropolitan Transportation Authority (MTA), New York, NY

*New York City Transit*

*2018 to Present*

- Oversee and monitor daily operations of 27 subway stations, direct customer service operations through the management and supervision of Superintendents, Supervisors, and a unionized workforce
- Communicate plans of action to improve work performance and ensure customer service deliverables are met
- Train, coach, and develop direct reports
- Manage emergency and supply chain operations (e.g., COVID-19 supply distribution)
- Monitor overtime usage and evaluate zone performance via complaints and other key performance indicators
- Communicate performance expectations, ensure performance standards are met, and hold on-site progressive training with staff (huddle up meetings), to the extent possible
- Promote a high-performing service operation by maintaining a field presence, engaging employees, and holding supervision and subordinate managers accountable

### Operations Superintendent

Metropolitan Transportation Authority (MTA), New York, NY

*Bridges & Tunnels (Triborough Bridge & Tunnel Authority) 2008 to 2018*

- Directed and coordinated the bridge and tunnel operation and activities of dual facilities
- Planned, directed, and organized a 100+ represented workforce, including Officers, Sergeants, and Lieutenants, in the safe and efficient movement of 200,000+ vehicles daily
- Acted on the Regional Director and/or General Manager's behalf, in their absence
- Monitored capital construction projects; cooperated with Facility Engineer and Maintenance Superintendent
- Managed facility budget; monitored use of and performance
- Partnered with and maintained working relationships across multiple departments with key stakeholders including Engineering and Construction, Safety and Health, and other municipalities