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| Katherine O’Hara  Marketing and Public Relations | | | | |
| 1 Butterhill Rd | Pelham, MA 01002 | (413) 461-5902 | kthrnohara@gmail.com | | |
| Summary | | | | |
| Outgoing and charismatic transit professional with extensive background in operations, marketing, and public relations. Competent team builder and natural leader who thrives in fast-paced environment. Experiences include fixed route driving, dispatching, training, and also paratransit operations. | | | | |
| SKILLS | | | | |
| |  |  | | --- | --- | | * CDL Class B with Passenger Endorsement | * Adobe Creative Suite | | * Community Outreach and Public Relations | * Microsoft Office Applications | | * Multi-Media Marketing | * Avail ITS Software | | * Trade Shows | * Public Speaking | | | | | |
| Career History and Accomplishments | | | | |
| Marketing and Public Relations Coordinator, Pioneer Valley Transit Authority - UMass Division | | | 8/1/2012 — Present | |
| Amherst, MA   * Creates hiring advertisements and public service announcements for UMTS * Provides assistance to drivers and dispatchers as on-call staff * Fosters relationships with communities by working with organizations such as Big Brothers Big Sisters and Amherst Survival Center * Updates Twitter and Facebook to inform the public about important notices and changes to routes * Developed an update to the dispatcher's manual to comply with current FTA rules and regulations * Site Manager for Transportation Services Drupal-based website | | | | |
| Fixed-Route Driver, Dispatcher, Trainer, Pioneer Valley Transit Authority - UMass Division | | 8/1/2010 — Present | | |
| Amherst, MA   * Operates CDL fixed-route transit vehicles on PVTA routes * Supervises 28 drivers as a dispatcher * Coordinates with maintenance to ensure all vehicles are in proper operational condition * Trains all new drivers to operate fixed-route vehicles | | | | |
| Paratransit Driver, Dispatcher, Trainer, Pioneer Valley Transit Authority - UMass Division | | 8/1/2011 — Present | | |
| Amherst, MA   * Operates paratransit vehicles, transporting UMass affiliated individuals with disabilities around the UMass campus * Supervises up to 5 paratransit drivers as a dispatcher, while simultaneously communicating with passengers to schedules rides * Trains all new drivers to operate paratransit vehicles, including the wheelchair lift and to properly secure passengers | | | | |
| EDUCATION | | | | |
| **University of Massachusetts**  Bachelor’s Degree in General Studies with a Concentration in Marketing and Public Relations | | | | |