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|  | **Michael James Harrison**  Kovan Melody, Singapore, 545019 • +6586152042  mjharrisonlegal@gmail.com • [LinkedIn](http://www.linkedin.com/pub/michael-harrison/27/1b/8bb)  Personal Details:  date of birth • place of birth • nationality • gender • civil status | *Photo*  *Goes*  *Here* |

**Vice President – Rail Operations**

*Improving bottom-line and enabling the achievements of full business potential by delivering rail operations leadership.*

Skilled in leading large-scale business operations, ensuring safe, efficient, and high-quality work, resolving technical issues, and recommending corrective strategies for process improvement. Proven track record of excellence in driving rail reliability and performance improvements, maintaining high standards, and performing incident and accident investigations. Solid history of success in overseeing major civil, transit, or rail industry projects from start to end, preparing strategic plans and control structures for projects, and ensuring successful delivery within time and budget. Expert at organising mentoring and development sessions and building/managing cross-functional teams to achieve shared visions and goals.

**Highlights of Expertise**

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| * Safety Management * Risk Assessment & Mitigation * Operational Readiness * Transition Management * Project Governance & Controllership * Cost Control & Reduction | * Quality Assurance & Control * Health & Safety Compliance * Resource Allocation & Mobilisation * Reliability & Performance Management * Rail Transport & Management * Senior Stakeholder Engagement |

**Career Experience**

**SBS Transit Ltd (DTL), Singapore**

*Direct overall operations, including strategic planning, budgeting, and management of longest fully automated driverless underground metro system in world, which contained 34 MRT stations and 91 trains.*

**VP (Rail Operations) | Head of Operations Division (Downtown Line MRT, SBS TRANSIT)** (2018 to Present)

Deliver strategic leadership to a team of over 450 employees, including four department heads, operations managers, and front-line staff; encourage them to achieve set goals. Align SBS Transit performance goals with Singapore land transport master plan in close collaboration with land transport authority senior management. Increase decision-making consistency by control staff through the development of strategic processes.

* Optimised operational reliability and performance by determining and executing new technologies.
* Attained maximum levels of customer satisfaction by initiating customer service improvement drives.
* Arranged training and development sessions for four department heads to boost knowledge/performance.
* Achieved significant improvement in performance level of railways from mediocre to world beating through statistical analysis and data trending.

**SBS Transit Ltd, Singapore**

*Managed one of busiest MRT lines in Singapore and two linked LRT systems comprising of 16 MRT stations, 29 LRT stations, 45 MRT trains, and 51 LRT vehicles.*

**Vice President (Rail Operations)** (2014 to 2018)

Oversaw all operations of 300 members with a team of four heads of department direct reports. Spearheaded capacity, reliability, and performance improvement projects on North-East Line MRT and Senkang-Punggol LRT, ensuring successful delivery within time and budget. Designed and implemented new incident investigation processes to execute comprehensive platform for securing all learning opportunities.

* Built and led operational reliability improvement team to drive operational improvements.
* Coached and mentored promising talents; reached their full potential and improved performance at individual and group levels.
* Led successful launch of dynamic platform management process, delivering rapid response to operational incidents and dynamic management of platform train interface.

**London Underground Ltd, London, UK**

*Administered day-to-day operations of 27 stations, 51 trains, and all Jubilee line personnel affecting 127 million passenger journeys annually.*

**Service Manager** (April 2004 to April 2007)

Led a team of 20 direct reports while evaluating their performance through collaborative management style. Organised and steered meetings with business partners, project teams, and government agencies to discuss innovative ideas for project improvement. Communicated with trade union representatives to resolve health & safety matters to reach negotiated settlements. Conducted line based incidents investigations to assess root causes while providing effective recommendations to avoid recurrence. Delivered timely response to freak weather conditions while creating teams of marshal resources and staff, which maintained efficient and effective service delivery. Performed planned engineering works for maintenance of line, which resulted in reduction of disruption to line and excellent record in reopening line on time.

* Achieved huge enhancement in service demand on Jubilee line produced by Olympics and Paralympics.
* Planned and inspected Jubilee Line by the international Olympic committee.
* Launched Automatic Train Operation (ATO) and Transmission Based Train Control (TBTC) system.
* Evaluated and improved signalling system, which accelerated number of trains running on an hourly basis.
* Controlled and successfully completed projects for adding additional carriages to trains within five days.
* Assured overall operations in compliance with 2010 equality act and other industry regulations.
* Attained gold customer service award for delivery of enhanced Jubilee line service for London Olympics.

Additional Experience

**Service Controller (Jubilee Line)** ▪ London Underground Ltd., London, UK

**Train Operator/Guard** ▪ London Underground Ltd., London, UK

**Researcher/Assistant Director** ▪ Fermoy Architectural & Historical Society, Location

**Education & Credentials**

**Masters of Arts in Philosophy |** Birkbeck College, University of London, UK

**Bachelor of Laws (LLB) |** The College of Law, London, UK

**Bachelor of Arts (Hons) in Philosophy |** Birkbeck College, University of London, UK

**Further Education:**

* + - Barrister-at-Law, The Honourable Society of Lincoln’s Inn, London
    - Post-Graduate Diploma in Bar Professional Studies (Very Competent), The College of Law, London
    - Graduate Diploma in Law, The College of Law, London

**Professional Development**

* + - London Underground Management Development Training Programme: Managing Trade Union Relations, Managing Equality, Diversity and Inclusion, Risk Assessment Training and Managing Attendance and Discipline.
    - Advocacy Training with The Honourable Society of Lincoln’s Inn

**External Legal Experience**

* + - Free Representation Unit | Mini-Pupillage experience at 12 King’s Bench Walk | MJH Employment Law
    - Mini-Pupillage experience at 3 Raymond Buildings | Anti-Trafficking and Labour Exploitation Unit | London Underground Ltd Legal Team