**TERRY BROWN**

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**OPERATIONAL MANAGEMENT & TEAM DEVELOPMENT EXECUTIVE**

Procedural Development ♦ Transportation & Logistics ♦ Project Leadership

*Accomplished, results-driven professional with extensive experience in developing teams, strategies, improving operations and identifying key drivers to promote new business growth.*

* Top-performing executive with a solid work ethic, superb team leadership skills and a history of continuous advancement to higher-level leadership roles.
* Outstanding interpersonal skills that promote the effective management of large, diverse teams and the building of strong, long-term relationships with key regulatory agencies, clients, industry partners and all other stakeholders.
* Unmatched analytical abilities and a reputation as the “go-to” for solving complex project and logistical issues.

**PROFESSIONAL EXPERIENCE**

**UNION PACIFIC RAILROAD COMPANY** (2004 - Present)

**General Manager – Transportation Services** (Portland, OR), 2019 – Present

* + - Sent to Portland Terminal Railroad Company to lead the operation. Made immediate improvement in KPI’s:
      * Safety - Injury free 2020
      * Derailment prevention – reduced derailments by 66%
      * Car dwell – reduced from 34.5 hrs. – 33 hrs.
      * Financial results - Reduced cost per car failure costs $114,000-$58,000 monthly
    - Oversee all major aspects of railroad operations including safety, regulatory compliance, employee development, including training and mentoring.
    - Direct day-to-day operations responsible for $5 million in annual revenue
    - Coordinate interchange with BNSF and UP railroads.

**General Superintendent – Transportation Services** (Portland, OR), 2018 – Present

* + - Sent to Portland to fix service issues. Made immediate improvement in KPI’s:
      * Train speed – improved from 16 mph to 20 mph
      * On time performance – increased from 19%- 87%
      * Car connection – improved from 84% - 91%
      * Car dwell – reduced from 30 hrs. – 23 hrs.
      * Financial results - Reduced failure costs $114,000-$58,000 monthly
    - Oversee all major aspects of railroad operations including safety, regulatory compliance, employee development, including training and mentoring programs for new managers and employees, and freight movement tracking covering over 2,566 miles of track in 3 different states.
    - Direct day-to-day operations responsible for $2.8 billion in annual revenue.
    - Lead a team of more than 1800 employees that service 1718 customers, handling 416 different commodities.
    - Generate 120 train starts per day with 2 Regional yards, 3 auto facilities, 2 intermodal ramps, 21 bulk facilities, interchange with other railroads
    - Coordinate International trade through the Canadian border crossing at Eastport.
    - Identified $7 million cost savings in labor and overhead expenses via the Hinkle Curtailment Project, which converted a 1200 car per day hump yard into a 150 car per day flat switching yard.

**General Superintendent – Transportation Services** (Salt Lake City, Utah), 2015 - 2018

* + - Oversee all major aspects of railroad operations including safety, regulatory compliance, employee development, including training and mentoring programs for new managers and employees, and freight movement tracking covering over 2,915 miles of track in 6 different states.
    - Direct day-to-day operations responsible for $1.6 billion in annual revenue.
    - Lead a team of more than 1600 employees that service 1459 customers, handling 356 different commodities.
    - Generate 155 train starts per day with 2 Regional yards, 2 auto facilities, 2 intermodal ramps, 15 bulk facilities, interchange with other railroads
    - Coordinate International trade through the Canadian border crossing at Eastport.
* Developed and implemented new leadership strategies for the Utah Service Unit that improved safety culture and operational Key Performance Indicators.
* Led a successful effort to restore the NorCal-Chicago route service following major flooding in Elko, Nevada in (year).

**Director – Transportation Services** (Salt Lake City, Utah), 2014 - 2015

* Provided essential leadership focused on achieving transportation plan operational excellence
* Drove financial results
* Developed and directed a high performing management team
* Provided key executive support for major organizational transitions
* Maximized operational success through employee engagement and development.
* Spearheaded new decision-making methods that boosted operational performance for managers and employees while also minimizing overhead costs.

**General Director – Coal Operations** (Omaha, Nebraska), 2013 - 2014

* + - Served in a key dispatch-center based leadership position focused on managing coal network operations that had a net annual revenue of $4 billion dollars
* Implemented new strategies that strengthened relationships with a number of coal producers and utility companies.
* Facilitated and directed the rollout of new initiatives focused on improving coal operations, maximizing revenue, and reduced service issues significantly.

**Regional Superintendent** (Omaha, Nebraska), 2012 - 2013

* + - Managed a diverse team of dispatchers and corridor managers encompassing more than 150 employees and 10 supervisors tasked with ensuring safe and efficient train dispatching, handling of all service interruptions, and minimizing costs associated with service failures.
* Promoted to this essential leadership position for outstanding performance to date and given jurisdiction over the western region and the team of managers and supervisors in that region.

**Director – Transportation Services** (St. Louis, Missouri) 2010-2012

* Implemented a number of successful new strategies that maximized financial efficiency and the meeting of Key Performance Indicators.
* Drove financial results
* Developed and directed a high performing management team
* Provided key executive support for major organizational transitions
* Maximized operational success through employee engagement and development.
* Spearheaded new decision-making methods that boosted operational performance for managers and employees while also minimizing overhead costs.

**Director – Transportation Services** (Pocatello, Idaho), 2009 – 2010

* Introduced numerous process improvements that increased operational efficiency and overall team performance at each location.
* Provided essential leadership focused on achieving transportation plan operational excellence
* Drove financial results
* Developed and directed a high performing management team
* Provided key executive support for major organizational transitions
* Spearheaded new decision-making methods that boosted operational performance for managers and employees while also minimizing overhead costs.

**Senior Manager – Terminal Operations** (Eugene, Oregon), 2008 - 2009

* + Managed the execution of the Terminal Transportation Plan, handled all service failures and other issues, and conducted field exercises focused on maximizing the training success of employees and new managers.
* Implemented a variety of new standards into field operations that included development of a terminal operating template and standard work checklists for field managers and supervisors.

**Manager – Terminal & Yard Operations** (Portland, Oregon), 2005 - 2008

* + Coordinated the efficient movement of trains while leading efforts to maintain terminal fluidity.
* Built positive and constructive relationships with other departments which aided in the improvement of terminal performance.
* Helped senior managers develop new operational strategies that further increased functional efficiency and reduced logistical problems with shipments.

**Operations Management Trainee** (Portland, Oregon), 2004 - 2005

* Joined Union Pacific team in this management trainee role and developed an expanded base of knowledge in the railroad industry, safety and regulatory oversight. This led to immediate placement as a Manager Yard Operations.

**EDUCATION**

Bachelors of Science, Psychology, University of Utah

Bachelors of Science, Communication, University of Utah

**PROFESSIONAL DEVELOPMENT**

Lean Systems Program Completion, University of Kentucky (YEAR)

8-Step Management Program Completion, University of Kentucky (YEAR)