

Thomas M. Shaw

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PROFILE

A self-starter and quick learner. Versatile skill set with experience in customer service, knowledgeable of CBA, and written and oral communication. Multiple commendations for excellence in customer service. Recognized skills in mentoring and mediating between employees, and in leading team projects.

EXPERIENCE

Bus Operator, SEPTA; Philadelphia, PA — 2004 - Present

Transports people to and from their destination, following a preplanned route according to a definite time schedule. Operate bus safely and in compliance with traffic regulations and authority rules and regulations. Assumes responsibility for the safety of all passengers. Maintains discipline; reports unruly behavior to control center or to street supervisor.

Section Officer, TWU Local 234; Philadelphia, PA — 2011 - 2014, 2019 - Present

Monitor and enforce the provisions of the collective bargaining agreement to ensure both the authority and union worker are not violating the terms of the agreement. Represent and defend fellow workers whom the authority believes violated company rules & regulations, or the terms and conditions of the collective bargaining agreement, often through the grievance process.

Elected Councilman for Clementon Borough; Clementon Borough, NJ 2016 - Present

Responsible for representing the needs of the residents of Clementon Borough. Enact laws and promotes the safety of its citizens and work to ensure that the residents are treated fairly by those policies. Served as Chair of the Personal Committee and Vice Chair of the Public Safety Committee. Currently serving as the Chair of the Public Safety Committee and Vice Chair of the Personal Committee for the Borough of Clementon.

SGT. 88M Motor Transport Operator, United States Army — 1997 - 2007

Involves the coordination and supervision of personnel, equipment and procedures for proper transportation and use of Army materials throughout the world. Deployed to Iraq in support of Operation Iraqi Freedom 2004-2005. Served in support of Operation Noble Eagle 2001-2002

EDUCATION

Camden County College — Associate Applied Science 05/2011

SKILLS

Strong communication skills, problem analysis and problem solving, organizational skills and customer service orientation, adaptability and ability to work under pressure, and leadership communication skills. Proficient in Microsoft Word, PowerPoint, and Excel. Knowledge of Linux operating systems and Linux networking.