



# ABUL

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## ABOUT ME

I am a career professional with humble beginnings that has allowed me to work through the management hierarchy of multi-million dollar organizations in order to become an executive that provides leadership through servitude.

I am a team oriented inclusive problem solver with dozens of news articles to my name proving my ability across multiple coasts (DC, Alaska, Hawaii, and Nevada).

I am presently seeking my next challenge and opportunity.

## TRAITS

- Risk Taker ● ● ● ●
- Innovative ● ● ● ●
- Problem Solver ● ● ● ●
- KPI Driven ● ● ● ●
- Team Builder ● ● ● ●

## WORK EXPERIENCE

### General Manager – Keolis, Reno NV (2019 > Present)

Served as a consultant for the bid process which included serving as the proposed GM if award was successful. Post contract award facilitated start-up from cradle to implementation which included management of the start-up budget, retaining 99% of incumbent operators, and, hiring an entire new management team in a 90-day period. Post start-up the GM has served to facilitate Keolis' ability to maintain its 8% profit margin on a \$267 million 10-year contract. Maintain an AFR rating of 0.5% or lower, an OTP of 90% or higher, and excellent client relations.

### Administrator – DMV Oahu, Hawai'i (2018 > 2019)

Served as the head of the Department of Motor Vehicles for the City & County of Honolulu. Tenure oversaw the statewide implementation of mobile kiosks for registration renewal, opening of a \$35 million capital project that introduced the CDL office, introduction of 3rd party CDL testing, revision of the Real ID Act, and countless other statewide legislative policies.

### Director – Anchorage Public Transit (2014 > 2018)

Through an executive appointment by the Mayor of Anchorage and subsequent confirmation by the City Assembly [orchestrated a turn-around](#) of the largest mass transit system in Alaska by aligning services to economic development during a recession. The shift to a frequency model led to avoidance of massive fiscal cuts to the organization while providing a net increase in value to the public whereby corridors with transit service are areas where people can Live, Work, and Play. My primary duties in this role are to innovate, advocate, educate, and incorporate transit solutions towards efficient city building. P&L of \$35 million, fleet of 200, with oversight of over 200 personnel, reporting to the Anchorage Assembly (6 districts w/ 11 members).

### Chief of Transit - (2011 > 2014)

Managed a \$45 million local system and provided oversight to an additional \$220 million from the County to Washington Metro Transit Area Authority (WMATA). Provided direct input to the design of the [Purple Line](#), [65% design of the National Harbor Casino](#), and created the first ever [local bus service to Southern Prince Georges](#).

### Capital Projects Manager - (2007 > 2011)

Hired as the youngest project manager in Maryland Motor Vehicle's history. Tenure oversaw the successful on-schedule implementation of a queuing system across 24 branch wide offices, a \$20 million upgrade to vehicle emissions inspection program statewide, and a BI platform for data qualification. All projects were delivered on time, within scope, and under budget per PMP guidelines from cradle to grave.

## EDUCATION

### University of Maryland Baltimore County (2000 > 2004)

- Management Science & Information Systems, B.A.
- English (Communications & Technology), B.A.

### University of Baltimore (2006 > 2008)

- Public Administration (Project Management Core), M.A.

# Abul Hassan

## Executive Leadership

Result-driven goal oriented professional with proven and tested skills in directing full cycles for complex, multi-agency, multi-million dollar operations and initiatives. With nearly two decades of information technology, transportation, and **executive management** experience. Bringing to the table a proven record for delivering innovative value based solutions through sound management, team building, and the ability to sell organizational visions as a core foundations of economic prosperity and efficient city building.

### *Core Competencies:*

Risk Management ♦ Cost Reduction ♦ Client Relations ♦ Negotiations ♦ Quality Assurance  
Transit Planning ♦ Performance Management ♦ Staff Training ♦ Team Building ♦  
Project Management ♦ Fostering Relationships ♦ Media Savvy  
Startup Experience ♦ RFP creation ♦ Six Sigma ♦ P&L

## PROFESSIONAL EXPERIENCE

Keolis Transit America (KTA)

2019 — Present

**General Manager, Washoe RTC – Reno, NV**

The General Manager is responsible for KTA being awarded a ten (10) year \$275 million contract with Washoe County Regional Transportation Commission (RTC). Job tasks include full project implementation of a citywide transit system with 26 routes and a fleet size of 100 vehicles. The GM is responsible for assuring all KPI requirements to the client ranging from on-time performance to AFR assurances to customer experience index management. With an 8% margin of profit to KTA the GM must balance quality service to the client while maintaining profitability for KTA. The GM has oversight of 7 senior department managers and oversees a total union and non-unionized staff of 300 full time positions.

### SELECTED ACCOMPLISHMENTS:

- **Successfully lead a startup** transition from MV Transportation to Keolis
- **Successfully maintained a 10% EBITDA** which is 2% over bid model
- **Successful in developing client relation(s)** across multiple tier(s) to include support from the local assembly members
- **Successful in avoiding LDs** through relationship management
- **Successful in managing various KPIs**
- **Successful in managing media expectations** around various events and news story's
- **Successfully built inroads to local community** through participation in charities

City & County of Honolulu

2018 — 2019

**Administrator, Motor Vehicle Licensing & Permitting**

As the Administrator for the Oahu Motor Vehicle Administration I served in a unique position where state statutory authority was given to the Island of Oahu by the State of Hawai'i. With oversight of a regulatory agency my position was tasked with creating, modifying, interpreting, and implementing laws governing driver's licenses, motor vehicle registration, and other shared mobility trends (bicycles, tncs, mopeds, etc.,).

With an annual revenue intake exceeding \$300 million my position oversaw six island wide branch-offices, 180 full-time positions, and operational tasks ranging from but not limited to the

# Abul Hassan

- 2 -

issuance of driver's licenses, motor vehicle registration, certification of annual safety check stations, car dealership programs, CDL certification, oversight of abandoned vehicles, and regulatory authority over the operational aspect of TNC's such as Uber/Lyft.

## SELECTED ACCOMPLISHMENTS:

- **Successful implementation of DMV Kiosk** the first of its kind in Hawaii that allowed the general public to remotely renew their vehicle registration
- **Successful completion of multi-million dollar capital** project to open a stand-alone Commercial Driver License (CDL) office on the Island of Oahu. Project included site acquisition, implementation logistics, and public outreach.
- **Successful policy introduction at State Legislature** related to fee increases, oversight of TNCs, and, implementation of the federal Real ID Act.

Municipality of Anchorage, Alaska

2015 — 2018

### **Director, Dept. of Public Transportation**

The Director of Public Transportation oversees three brand products; People Mover (Fixed Route), AnchorRIDES (ADA + Call Center Services), and RideShare. With direct oversight of senior managers and indirect oversight of over 200 personnel the Director sets the agency goals for the largest mass transportation organization within the State of Alaska with nearly \$6 million in revenues of which \$4 million is point of sale transactions, \$10 million in grants, \$22 million in taxes and an additional variable influx of \$5-10 million in referendum allocation for capital project(s).

Under my leadership the Public Transportation system in Anchorage managed to successfully obtain political buy-in as a means of converting this publically funded system into performing like a business entity. Of the thousands of agencies in the US the fixed route brand known as People Mover is among **less than a dozen** in the nation to have gone to a frequency based model from a route alignment standpoint. Subsequent results demonstrate my leadership ability to obtain political, local, and internal buy-in toward the success of what public transportation needs in the 21<sup>st</sup> century – innovation. This single word has now enabled this very agency to focus on integration of on-demand mobility as the next foray into updating transportation to meet head on the challenges presented by TNCs, nationwide decrease in ridership, and the impact to social equity in the absence of change.

## SELECTED ACCOMPLISHMENTS:

- **Successfully negotiation w/ Teamsters Local 959** by enabling the union to sign a managed competition waiver in order to lower service costs during recession
- **Successful in building Public Private Partnership (PPP)** with an enterprise utility named Solid Waste Services in order to bring the first ever Electric Bus to Anchorage, Alaska and numerous service agreement(s) in order to reduce operational cost
- **Successful in lobbying for legislation** that favors funding to the organization
- **Successful in obtaining** millions in “new money,” by obtaining competitive award from federal grants
- **Successful in implementing** multi-million dollar engineering design and construction projects (facility rehab, infrastructure, and roadway) utilizing FHWA, FTA, and local funds
- **Successful in cost reduction** through negotiation and lowering of cost by contracted service provider (MV Transportation Inc.,)

# Abul Hassan

- 3 -

Municipality of Anchorage, Alaska  
**Manager of Operations, Dept. of Public Transportation**

2014 — 2015

Providing direction to the largest transit organization within the State of Alaska this position sets the priorities for a direct staff of 110 individuals to include unionized bus operators, dispatchers, and supervisor.

The main focus of this position was to provide day to day management to all employees and functions of the Department of Transportation's operations section known as "**People Mover**," to which is allocated 60% of the departmental budget and is the most visible public transportation service in the State of Alaska.

## SELECTED ACCOMPLISHMENTS:

- **Successfully fostered a healthy relationship** with the **Teamsters Local 959** whereby creating an environment of mutual respect where common goals are achieved.
- **Successful in developing driver morale** thereby shedding the 'glass wall,' division between bus operators and management.
- **Successful in creating additional positions** in the bus operator category through a clear statistical demonstration of overtime cost reduction by hiring FTE equivalents.
- **Successful in reducing absenteeism** among bus operators through cooperation and relationship building with employee relations to outline stricter policies on call-outs.
- **Successful in effectively building relationships** with internal and external stakeholders as a means of accomplishing mutual and competing tasks.

Prince George's County, Maryland  
**Chief of Transportation**

2011 — 2014

Serving as the Transportation Chief for the Office of Transportation under the **Department of Public Works**; tasked with responsibility over the Planning, Finance, ParaTransit Operations, and Fixed Route Operations. The Transit Chief played a lead role in contract oversight as the fixed-route portion was operated by TransDev North America. All departments and contract operations combined, this position directly oversees roughly 100 employees and a transportation agency operating budget of \$30 million with a fleet size of 180 total vehicles.

Position also serves an oversight and advisory role whereby providing oversight of Washington Metro Area Transit Authority (WMATA) services within the confines of greater Prince George's County. The latter translates to management and oversight of an additional supplementary State budget varying between \$200 million and \$300 million depending on jurisdictional subsidy contribution by the Maryland Department of Transportation (MDOT).

## SELECTED ACCOMPLISHMENTS:

- **Successful procurement, negotiation, and contract to NextBus** in an effort to streamline operating vendor accountability on OTP and various other KPIs.
- **Reduced excess costs** through attainment and internalization of tasks such as National Transit Database (NTD) yearly surveys, general customer surveys, and marketing.
- **Began route evaluations** to determine appropriate headways and adherences for a variety of routes including the preservation of WMATA service lines within County borders for future Transit Oriented Development (TOD).

# Abul Hassan

- 4 -

- **Successful grant application** for bi-county sub-urban JARC and CMAQ fund appropriation for countywide sidewalk/pedestrian improvement.
- **Successful completion of joint** study with MWCOG and MNCPPC related to the establishment of a county transit-way system with priority corridor routing.
- **Successful outreach** to county council members whereby procuring additional funds from MPO to expand operations in suburban areas of the County.
- **Successful route and service level planning** with implementation of 3 primary routes within a 1 year span. The total allocated cost for the three routes was the equivalent of \$2 million in revenue service hours.
- **Effectively managed** conflict through fostering of relationships.

University of Maryland  
**Transit Operations Manager**

2007 — 2012

Managed a workforce of up to 150 unionized full-time and student employees who work as bus drivers, support staff, maintenance, and trainers. The fleet consists of over 60 vehicles including transit buses, cut-away vans, and luxury motor coaches. Directly supervised unionized full-time and student drivers and support staff. Responsible for the operations of the Shuttle-UM transit service which operates 24/7 providing paratransit, demand response, charter, and over 75,000 annual service hours of fixed route service. Responsible for assistance with policy creation, implementation and enforcement, compliance with collective bargaining agreements, shift-pick, route scheduling, route planning, dispatching, training, and customer service.

#### SELECTED ACCOMPLISHMENTS:

- **Successfully oversaw ridership increase to 2.5 million customers**
- **Met budget KPI by reducing overtime usage as a measure of financial goals**
- **Successful in negotiating labor reduction during recession period**
- **Performed beta testing on new fleet units** to ensure safety and regulatory compliance with federal regulations and consumer policies.
- **Performed beta testing on 1<sup>st</sup> generation AVL** for fleet to ensure accuracy of in-house data and to ensure consistency and accuracy of data provided to the public

Motor Vehicle Administration  
**Senior Project Manager**

2007 — 2011

Selected to lead and deliver a multi-agency project to update the Vehicle Emissions Inspection Program (VEIP) as mandated by the EPA. Developed an RFP, lead the contract awarding process, and successfully implement a multi-million dollar contract without any legislative scrutiny. Per the MVA Administrator, *“VEIP is probably the biggest project the agency has seen in two decades in terms of its complexity and budget.”*

#### SELECTED ACCOMPLISHMENTS:

- **Led groups from various agencies to successful project launch**, steering several departments into production roll-out. Worked jointly with stakeholders to address business and technical issues over an array of internal and external projects.
- **Adopted an agile project methodology** in order to deliver projects within the triple scope (on-time, within budget, and within scope).

# Abul Hassan

- 5 -

- **Created and oversaw team building activities** that included focus groups as a measure of addressing various technical issues in relation to the overall system design and approval processes.
  - **Leveraged negotiation and communication skills** to guide contractor towards achieving project success.
  - **Successfully drafted a multitude of RFP, RFR, and RFI**
- \* PRIOR RESEARCH ANALYST EXPERIENCE WITH MARYLAND MVA, 2003 — 2005
- Statistical analyst for the agency dealing with State STATS
- \* PRIOR INFO TECH. EXPERIENCE WITH UNIVERSITY OF MD, 2003 — 2005
- Integrated TCP/IP network for the Department of Political Science
  - Oversaw a multitude of projects
- \* PRIOR MOTOR COACH EXPERIENCE WITH GLOBE GROUND 2002 — 2003
- Transit bus driver for fixed airport routes
- \* PRIOR MOTOR COACH EXPERIENCE WITH SHUTTLE-UM 2000 — 2003
- Transit bus driver for evening service routes and paratransit
- \*\*Started driving buses (full-time) in order to put myself through college with a graduation date of 2004**

## TECHNICAL SKILLS

### HARDWARE & NETWORKING:

- IBM compatibles: Pentium and Clones, Mac (iMac, power PC), Network Interface Cards, Hubs, and Routers.
- TCP/IP, LAN/WAN, VPN, SQL Server, MS Site Server

### OPERATING SYSTEMS:

- Microsoft Windows (NT 4.0, 3.1, 95, 98, 2000, ME, XP, VISTA, and Windows 7/10). Linux Operating Systems, Unix, Android SDK, and DOS.

### LANGUAGES:

- HTML, SQL, and XML

### APPLICATIONS:

- **MS Project**, SAP ERP, Visio, MS Office Suites, Crystal Reports, PeopleSoft, Adobe Indesign, Dream Weave, MS Publisher, NextBus, Sched21, Trapeze, AVAIL products, HASTUS, Optibus, and various other FMIS.

## EDUCATION

### **English (Communications & Technology Track), Bachelors (2004)**

University of Maryland, Baltimore County

### **Management Science & Information Systems, Bachelors (2004)**

University of Maryland, Baltimore County

### **Public Administration, Masters (2008)**

University of Baltimore



Tim Pearson <timpearsonak@gmail.com>

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**City Manager: City of Dillingham**

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**A Hassan** <ahassan1@gmail.com>  
To: timpearsonak@gmail.com

Fri, Feb 26, 2021 at 10:45 AM

Dear Tim,

I hope my email finds you well. Please find my resume attached and per your request I was able to manage 148 words:

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**Statement**

In Anchorage as the head for the Public Transportation Department I was faced with Alaska's challenge: Recession.

At my disposal was instituting layoffs, cutting services, and reducing costs. I thought outside the box, secured federal loans to increase service. This led to the largest network change in agency history and increased employment by 22 FTEs.

In Reno, NV during the pandemic the option for everyone was the same, "reduce services by 60%, shut down, furlough staff, and use emergency funds to keep people home." I bucked the trend, our location was the sole location under Keolis Transit America's worldwide portfolio to keep its doors open at 100% providing critical and essential services to the public. Through innovation, determination, and dedication we mitigated covid-19 challenges. YTD count of positive infections sat at roughly 6% out of a workforce 300 strong; the lowest rate of any employer in Reno, NV.

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Sincerely,  
Abul Hassan

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 **Combined Resume.pdf**  
329K



## PROFESSIONAL SUMMARY

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Highly skilled Maintenance Manager able to perform work of each trade satisfactorily. Verify work conformance with specifications, code requirements, and best industry practices. Expertise in troubleshooting equipment and systems, as well as training subordinates on complex repairs. Willing to learn more.

## SKILLS

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- Employee training For CPI, and other trainings related to Maintenance Department for Hospital.
- Contractor oversight on big projects that the Corporation qualifies for.
- Preventive maintenance-implemented a new PM and Work order system for Hospital. WorX hub dude solution's. Went form Cogz to Worx hub.
- Continuous improvement and working with the Projects department identifying deficiencies. Sit on MIRAC board"Maintenance Improvement Reallocation Committee as a back up voting member. Also identify BEMAR back log of Maintenance and improvement projects, so that we can put together a project that resolves the diffidence.
- Worked with CMS and Joint Commission surveyors to conduct a thrall survey for Hospital facilities.
- Closed out findings from CMS and Joint Commission, to help get accreditation for Hospital Facilities
- Maintenance recordkeeping
- Team supervision
- Staff scheduling
- Inspect completed work
- Develop policies
- Improve employee performance
- Coordinate work
- Resolve grievances
- Train workers

## EXPERIENCE

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**Maintenance Manager, Bristol Bay Area Health Preparation**, Oct 2016 - Current,  
Dillingham , Alaska  
Emergency Management Institute FEMA ICS 100 HC, ICS 200 HC, ICS 700b



ICS 800c.

Certified instructor for Nonviolent Crisis intervention instructor ID # 1557996.

Class 5 fork lift classification training.

Refrigeration Technician Universal Technician as required by 40, CFR part 82 subpart E. OSHA 000020652 Construction Safety & Health.

Siemens Building Technologies Building Automation APOGEE Advanced Operations, Also working on implementing new building automation system DISAGO.

Safety Presentation on the proper storage and handling cylinders, proper use of regulators and the safe use of oxygen. AIR LIQUIDE.

NFPA 101 Life Safety Code, NFPA 99 Standards for Healthcare.

Emergency Response Operations Awareness, NIEHS 304.

First Aid CPR AED renewal date 05-2021

- Oversaw work of technical maintenance staff, contractors, and subcontractors maintaining Hospital system's.
- Prepared and administered annual maintenance budget of 514,214 dollars with good expense control and planning abilities.
- Maintained records and documentation of equipment and manpower usage and reviewed regularly to spot important trends.
- Worked with production planning staff to coordinate preventive maintenance around critical timelines.
- Inspected equipment regularly to identify current and potential maintenance needs, as well as ideal upgrades and performance modifications.
- Supervised activities of construction contractors handling HVAC, carpentry, and other skilled work.
- Monitored worker safety and kept operations in line with OSHA requirements and local regulations.
- Hired and trained knowledgeable employees to improve overall team performance.
- Responded to emergency calls by being on-call 24/7 and assembling emergency work crews.
- Identified mechanical and electrical problems with thorough inspections and tests, and developed project scopes for repairs.

**Remote Maintenance Worker , Bristol Bay Area Health Corporation , Aug 2006 - Oct 2016,** Dillingham, Ala

- Maintained and updated files and records to support efficient Village based water/sewer plant operations.
- Worked with Village Tribal administration on training of operators for that village's infrastructure.
- Reviewed activities regularly to identify opportunities for improvement.
- Followed established guidelines and procedures.
- Travel to all 28 villages to see and understand how operations work in bush Alaska. Water and Sewer operations for each village BBAHC has a clinic in.
- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Completed assigned tasks with little or no supervision.
- Handled issues such as loss of water PSI below 20 psi in water system, cleaning and

shock chlorinating of water holding tanks.

## EDUCATION

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HVAC/R Tech., HVAC/R

May 2003

**AVTEC** - Seward

- Graduated with honors.

Refrigeration Technician Universal Technician.