

RYAN VIKEN

Objective

To utilize effective leadership, positive role modeling, operational experience, and customer service expertise to assist a diverse group of transit professionals in meeting and exceeding agency goals and objectives while ensuring the highest commitment to safety, customer service and security.

Demonstrate that safety and customer service excellence are a fundamental value and priority in all aspects of our work.

HIGHLIGHTS OF QUALIFICATIONS

- 20 + years of successful internal and external customer service experience
- 10 + years as a mentor, role model, instructor, coach and volunteer in local Oregon communities
- 7 years leading, managing and operating an intensely customer service oriented business
- 9 + years of international business experience managing process, where communication, collaboration and documentation were critical to success for mutual benefit of all parties involved
- 9 + years international experience working with people from culturally diverse backgrounds
- Strong belief in TriMet's Vision, Mission and Values – and frontline operator expectations
- Clear and open communicator, astute and perceptive listener
- Goal focused and analytical approach to problem solving
- Positive, approachable and honest – excellent follow through and attention to detail

TRIMET EXPERIENCE AND ACCOMPLISHMENTS

As TriMet Operator (Mini-Run) for **TriMet** (~5 years)

- Earned 32+ commendations for **Customer Service Excellence**
- Security-CIT and Bus Operator Safety Committee (s) 2016-2017
- Elected ATU 757 Executive Board Officer 2016 (First in TriMet ATU History)
- Nominated for Mini-Run Operator of the Quarter June 2014
- Achieved National Safety Council 3 Year Safe Driver Award
- **Zero (0) preventable accidents** in **6500+** hours worked
- Successfully driven 50+ bus lines in the TriMet Transit System
- Understanding of Working and Wage Agreement between ATU 757 and TriMet
- TriMet Line Trainer 2015 -2016

RELEVANT EXPERIENCE AND ACCOMPLISHMENTS

As a Business Owner and Managing Partner for a local small business (7 years)

- Responsible for all aspects of the business, including sales, customer service, marketing, finance, operations, vendor management, costing and inventory control
- Developed and implemented clear customer service, operational, revenue and safety objectives
- Evaluated metrics to determine if objectives were met; take corrective action as necessary
- Led and managed a workforce of 15: planned and implemented training practices and procedures; resolved a broad range of customer, employee and community issues and problems
- Responsible for evaluating employee performance to ensure company objectives were met. Take corrective action as necessary
- Facilitated monthly employee meetings to communicate operating performance, upcoming training and new operating compliance regulations

RELEVANT EXPERIENCE AND ACCOMPLISHMENTS (CONTINUED)

As a Trader for North Pacific Group Inc. (9 years)

- Built strong, long-term relationships with domestic customers and international suppliers
- Managed process and workflow internally and externally to resolve all claims in a timely manner, ensuring total customer satisfaction and delivery of the highest quality products
- Responsible for contract negotiation, review and administration of ‘Letters of Credit’ and financial instruments
- Received C.O.O. Award of Merit and President’s Club Award for exemplary customer and vendor service
- Achieved profitability level within top 10% of 180 traders company-wide for 1999

COMMUNITY INVOLVEMENT (6 years)

As an Instructor, Mentor and Volunteer Coach (500 hours annually) for Tigard-Tualatin School District

- Prioritize, plan and execute weekly and monthly training schedules to ensure objectives are achieved
- Responsible for evaluating personnel performance measures to ensure program, team and individual goals and objectives are being met. Take corrective action as necessary
- Apply progressive style management practices to lead a diverse group of individuals
- Lead and role model exemplary behavior for individuals 15 to 50 years of age
- Maintain open communication with instructors, administrators and parents to develop mutual respect, and ensure expectations for the district, the program and community are achieved

EMPLOYMENT HISTORY

Operator (mini-run), TriMet, Portland, OR	2012 to Present
Independent Contractor/Driver , Ryanco LLC, Portland, OR	2012
Instructor Coach (part-time), Tigard High School Baseball Club, Tigard, OR	2009 to 2015
Route Representative , K & F Coffee, Portland, OR	2009 to 2011
Caregiver for grandmother, Portland, OR	2005 to 2011
Account Representative , Serena Software, Inc., Hillsboro, OR (formerly Merant Inc.)	2006 to 2007
Owner/Manager , Tonic Restaurant and Lounge, Portland, OR	2000 to 2007
Lumber Trader , North Pacific Group, Inc., Portland, OR	2002 to 2003
Account Representative , Merant, Inc., Hillsboro, OR	1999 to 2001
Steel Trader , North Pacific Group, Inc., Portland, OR	1992 to 2000
Licensing Agent , Chevron U.S.A., Seattle, WA	1990 to 1992

EDUCATION / TRAINING

B.S. Degree in Business Administration, Oregon State University, Corvallis, Oregon – 1990

Associates Degree, Lower Columbia College, Longview, WA – 1987

Certified ODOT Approved TSE Driver Instructor, Western Oregon University (in progress 2015)

Licenses: CDL 3765824 Oregon

Certifications / Continuing Education

First Aid/CPR – American Red Cross, Portland, OR 2014

Tigard Tualatin School District 23J – Tigard OR 2014:

- Sexual Harassment: Staff-to-Staff (Full Course)
- Sexual Conduct: Staff-to-Student (Full Course)
- Bloodborne Pathogen Exposure Prevention (Full Course)
- Child Abuse: Identification & Intervention (Full Course)