

Alero Abbey



**Area Manager  
Transport for London**

**What does your job involve?**

I am responsible for the effective development and implementation of a series of process improvements in conjunction with business end users, stakeholders and technology delivery teams. I have to ensure detailed specifications of technology solutions are realised within budget and business requirements met.

**How did you get into transport?**

I saw an advert for the position of part-time Customer Service Assistant whilst at University and decided to apply. The great thing about Transport for London is that the company is a reflection of London society.

**What do you like about working in transport?**

What attracted me to my role was its versatility and the fact that I would be directly involved in influencing what we create at stations. What I like about transport is being able to contribute to a legacy; working for London Underground and seeing our service proposition birth into reality is very exciting.

**What are you most proud of?**

I'm proud of bucking the trend and being able to rise to performance challenges. I'm also proud of being one of the first recipients of a Platinum Award for Taking Personal Responsibility. I think it's very important to have a set of behaviours and values to live by and I want to take responsibility for my decisions and actions. I want to lead, take ownership and most importantly leave a legacy.

**Why should people join our industry?**

There is such a versatility of roles in transport - if you want excitement and unpredictability, this is the industry for you!