



Chelcie Whitmore

Customer Experience Graduate

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Chelcie joined the TfL Graduate Scheme in September 2013. She is currently working in Employee Communications and Engagement and has previously worked in Marketing in Customer Research, the Press Office and Customer Experience.

How did you get into the transport industry?

I decided that I wanted to work in the public sector so I searched for 'UK Government Organisations' and TfL came up. The Customer Experience graduate scheme sounded perfect for me. It all went from there!

What do you like about working in transport?

I love the 'real life' impact of the projects that we run and it's easy to become passionate when you're working on something that really does matter. I love the variety of work, being on the Graduate Scheme lets you get a 360 degree view of TfL and I've met some really wonderful people who are fantastic at what they do. I love that there's the opportunity to go out on-site and find out more about the organisation and what people do, something that's really encouraged on the Graduate Scheme.

What are you most proud of?

Helping to arrange the initial testing of the contactless technology before the pilot and launch went live. It's a monumental project and it was great to have been involved in it both when working in Customer Experience and the Press Office.