



## **Sarah O'Brien**

### **Network Operations Manager**

### **Control Centre Operations**

Sarah O'Brien joined London Underground in 1997 working as a Customer Service Assistant at Brixton station and has worked her way up to the role of Duty Network Operations Manager.

#### **What does your job involve?**

I manage a team of staff to ensure service recovery happens as effectively as possible when an incident occurs which is anything from trains stalled in tunnels to fatalities. We monitor the incident, dispatch relevant resources and liaise with all the parties involved to ensure everything is going to plan.

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

My current job is a reactive role so I have to think on my feet. When an incident happens there is a lot of pressure to resolve the situation but I get to have a direct input in service recovery. What I especially like is that I get to see things from a network perspective so I can see the knock-on effects one issue has as well as what happens when there are multiple incidents.