

Making a Difference in the Nation's Capital

TRANSPORTING PEOPLE, GOODS,

and services requires a team of innovative and passionate people. Washington Metro Transit Authority (Metro), in particular, plays a vital role in shaping the safety, stability, and efficiency of the transportation network in the nation's capital. With roles in maintenance, operations, policing, and more, Metro offers the unique opportunity to impact the lives of thousands of people

ALEXANDREA JOHNSON, a U.S. Army veteran, has experienced firsthand the difference Metro makes in the community. She shares how her role as a Crisis Intervention Specialist has allowed her to contribute to the Metro mission in impactful, life-changing ways.



PHOTO COURTESY OF ALEXANDREA JOHNSON

Tell us about your military experience

AJ: I worked as a supply sergeant in the military. I started out as a specialist and was assigned to the 104th Maintenance Company. While in that unit, I continued to advance my skills as a supply clerk during Annual Training in Germany. Then, I got promoted to sergeant and moved to the 260th Regiment Regional Training Institute. While at the 260th, I picked up some cool skills through supply management training and even went to a leadership conference. After a year there, I joined the Brigade and got posted to the 74th Troop Command.

The organizational leadership, suicide pre-

services to those that may be experiencing a crisis. Examples of crisis can include homelessness, mental health crisis, anxiety or panic attacks, or victims of a crime.

I support the effort by providing resources and referrals to those individuals experiencing crisis and follow up with them to make sure that they receive the help they need for their situation.

What made you consider this type of role?

AJ: The considerations that were most important to me in my job search were the benefits, pay, skill alignment, ability

police department in the country, which makes this department very unique. What also attracted me was the variety of career opportunities available.

I enjoy being a part of people's success stories. Whether helping someone find permanent housing after homelessness, or conducting an outreach event, everyone I interact with is so appreciative to receive the assistance.

How does Metro support veteran employees?

AJ: Metro supports veteran employees by accommodating team members who are currently serving or called to serve. They ensure that once these veteran employees present their military orders, the organization prioritizes submitting their military leave.

Metro honors veteran employees on Veterans Day and recognizes their contributions both during service and in their civilian careers with the organization.

What advice do you have for transitioning service members?

AJ: Do as much research as possible about the job(s) and/or career field that you are interested in. Find out what is needed to make you a qualified candidate and go to as many career fairs as possible before transitioning.

Take time to update your resume and cover letter, and network as much as possible prior to transitioning by attending webinars, conferences, and networking conventions.

If interested in applying with Metro, I recommend applying for one of our many internships so that you can get an idea of what a job is like and apply to multiple positions that you may find interesting. Reach out to our Veterans Employee Resource Group Department if you have any questions about a particular job or just the organization in general, need employment resources, or want more information concerning networking opportunities with Metro.

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— ALEXANDREA JOHNSON

vention, and CPR training I received in the military all help me in my role with Metro.

What is Metro and how do you support its mission?

AJ: Metro is responsible for the development, financing, and operation of transportation systems in the area in, and surrounding, the nation's capital. I am in the Crisis Intervention Division with the Metro Transit Police Department. Members of the division go out into the metro system and provide

to work with likeminded individuals with similar goals and aspirations, and working in a dynamic environment.

The Crisis Intervention role piqued my interest because I enjoy community outreach and helping others progress in life. I am also prior law enforcement and wanted to continue to serve my community in a positive and impactful way.

What attracted me to Metro is the fact that they have the only tri-state jurisdictional



Start making a difference in the nation's capital. Explore open roles with Washington Metro today.