

# Graydon McGowan

Driven by: Clarity | Strategy | Results.



## Contact



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Burlington, ON, Canada  
*\*Willing to relocate based on role*



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## About Me

A versatile Manager & Senior Advisor with experience spanning frontline execution, operational oversight, and executive advisory roles. Bringing a rare combination of hands-on delivery, strategic thinking, and behind-the-scenes leadership to complex work. Known for clear, pragmatic approach focused on clarity, sound strategy, and results.

## AREAS OF FOCUS

- Executive Advisory & Chief of Staff-style support
- Strategy development & execution
- Operational performance & governance
- Organizational effectiveness & ways of working

## Experience

### Manager & Sr. Advisor, EVP Customer & Transit Operations *Metrolinx* October 2024 - Current

Act as a strategic right-hand to the Executive Vice President, keeping the Customer & Transit Operations division at Metrolinx (Station Operations, Customer Experience, Customer Protective Services, and Stations Sponsors) moving in-sync and delivering results. I lead executive governance, streamline decision-making, and make sure the EVP and VPs have the information, structure, and support they need to lead effectively.

### Manager & Sr. Advisor, VP Network Operations Control Centre *Metrolinx* Sept 2023 - Oct 2024

Acted as a strategic right hand to the Vice President of the Metrolinx Network Operations Control Centre (NOC), supporting the oversight of key operational portfolios including Rail Operations, Rail Traffic Control, Field Operations, and the Network Operations Centre (NOC). Worked closely with the VP and senior leadership team to strengthen organizational structure, streamline internal processes, and enhance divisional performance.

### Senior Specialist, NOC Quality Assurance & Training *Metrolinx* Nov 2022 - Sept 2023

Worked within the Quality Assurance & Training function inside the Network Operations Centre (NOC), helping to strengthen the consistency and reliability of how the Metrolinx Operations Network was managed. Supported the development and implementation of QA programs, audits, and training materials to ensure operational compliance with federal, provincial, and internal standards.

### Operations Controller - Stations & Information Control *Metrolinx* Feb 2020 - Nov 2022

**Stations:** Managed real-time operations within the Network Operations Centre, overseeing station service delivery across the GO network and responding to live incidents, service disruptions, and escalations. This role required close coordination with bus, rail, and field teams to ensure safe, reliable service and maintain network performance in time-critical, high-pressure environments. The experience built a deep, practical understanding of how the operating network functions end-to-end.

**Information Control:** Transitioned into a reporting and information specialist role, responsible for translating complex, real-time operational data into clear, actionable communications for internal stakeholders across the organization. Produced daily and incident-based performance summaries, modernized reporting formats and visuals, and adapted messaging for audiences ranging from frontline teams to senior executives—strengthening the clarity, consistency, and impact of operational communications.



**Selected and relevant experience shown. Full career history, education, and certifications are available on LinkedIn.**

## References



**Available Upon Request or Via:**  
**“Recommendations” on LinkedIn ([Link Here](#))**