

J. TERRY KEYSER
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SUMMARY: Management / Labor professional with over 30 years experience

PROFESSIONAL EXPERIENCE

Arbitrator

2004-Present

Designated by the National Mediation Board as an arbitrator to resolve contractual disputes pursuant to the Railway Labor Act

La Villa Management

2005-Present

Owner (2005-Present)

Established to provide premium association management services specifically focused on community associations in the Jacksonville Beach area

Sentry Management

2005

Community Association Manager (Jan. – Sept.)

Licensed in Florida to perform community association management services which include the following:

- Substantial specialized knowledge, judgment, and managerial skill for associations which contained more than 50 units or had annual budgets in excess of \$100,000
- Managed or disbursed funds of community associations as directed by their Board of Directors
- Prepared budgets or other financial documents for community associations
- Assisted in the noticing or conduct of community association meetings
- Coordinated maintenance for the residential development and other day-to-day services involved with the operation of community associations

CSX Transportation

1995-2004

Assistant Director – Labor Relations (2002-2004)

Advocate in all phases of dispute resolution through arbitration or negotiation and served as advisor at a high level for daily activities

- Carrier board member and representative for over 500 arbitration disputes which involved rules, rates of pay, working conditions and medical status
- Conducted research to support cases submitted for arbitration, including complex analysis of prior awards, preparation of the submissions, and the presentation of oral arguments
- Supported field officers and attorneys in the Law department with interpretation of labor contract, EEO, FMLA and ADA provisions in reference to daily Human Resources or Labor Relations matters
- Maintained constructive relationships with union representatives, internal and external customers through open and direct communications
- Provided strategic planning for Labor Relations department to obtain corporate goals
- Supervised and trained four craft managers in core values and competencies
- Developed and maintained case tracking systems for various claim files

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Manager – Guarantee Administration (1998-2001)

Managed New York Dock and job stabilization guarantees to achieve uniformity and economical disbursement of a \$12 million annual budget

- Ensured best possible integration of 12,000 Conrail employees and protective guarantees into CSXT systems as a result of the Conrail acquisition
- Prepared Worker Adjustment and Retraining Notification (WARN) notices for shop closing and work force reductions
- Assisted Finance department with the development of various reports in Access and Excel from mainframe applications

Craft Manager and Arbitration Group (1995-1998)

- Administered Highest Designated Officer (HDO) level contracts for clerical work force of approximately 2,800 employees
- Researched and prepared submissions for the National Railroad Adjustment Board and numerous Public Law Boards

Transportation-Communications International Union (TCU)

1980-1995

Placement Coordinator (1991-1995)

Administrator for the operation of the TCU Advanced Vocational Training Program in Cleveland, Ohio as a contractor for the Department of Labor

- Supervised the day-to-day operations of the program which included two full-time instructors and 50 students
- Developed and maintained relationships with employers and other contractors doing business with the Job Corps Program
- Prepared, collected and submitted data required by the Federal government to analyze, support and verify activities

Vice General Chairman (1980-1991)

Union representative for the clerical craft on Norfolk and Southern Corporation

- One of five elected union representatives for 3,500 members
- Made oral presentations of disputes heard by various arbitration boards
- Negotiated revisions in the protective benefits agreement
- Trained newly elected representatives in problem solving and grievance handling

AWARDS

Eagle Scout

1996 CSXT Award of Excellence for a team arbitration case involving approximately 1000 employees and \$26 million in shop craft guarantee liability

MILITARY

US Army – Vietnam - Honorable Discharge

PROFESSIONAL DEVELOPMENT

- Licensed Florida Community Association Manager
- Licensed Florida Real Estate Sales – Keller Williams Realty, Atlantic Partners
- QuickBooks bookkeeping
- Microsoft Office proficient – Typing 40 – 50 wpm