

Interchange Matters 21 June 2018 - speaker biographies

Darren Williams – Network Rail’s Victoria Station Manager



Darren Williams is the station manager of London Victoria train station. He took this role back in November 2017, and has started to make a number of great changes within the station and with all stakeholders within a very short time.

Darren started his career in retail, working from the shop floor up to senior management roles. After 16 years in retail he joined London Heathrow Airport in a number of operational roles, with his last few years as a passenger service manager for the airport. Also at Heathrow he managed the special assistance team for two years, which saw him work with a number of European hub airports to work on a collaborative way of working for this service.

Paul Parsons – Customer Experience Director at MTR Crossrail



Paul Parsons joined MTR Crossrail in January 2015, having spent 30 years working for Tesco. During his career at Tesco, Paul worked from the sales floor to Regional Director, where he was responsible for 25 hypermarkets in the UK. As the Customer Experience Director for MTR Crossrail, Paul’s main role is mobilising the five Stages of the Elizabeth line and delivering the Concession Agreement signed with RfL/TfL. This year will see the biggest part of the mobilisation plan, with the opening of the Central Operating Section in December 18. For the Customer Experience team this will mean recruiting over 250 customer service colleagues who will

undergo an intensive training programme. On a daily basis, the role is about delivering a safe and on time railway, backed up by excellent customer service across all stations. Paul is always looking for ways and ideas on how MTR Crossrail can make things a little better for staff to deliver better service and experiences for our customers.

Biographies supplied by the speakers, June 2018