

Caryn Souza  
Training and Certification Program Director  
Human Resource Director  
Community Transportation Association of America (CTAA)

Since 1994, Caryn has brought her customer service orientation to her leadership position as CTAA's Membership Director, working to promote the Association and its mission to better meet its members' needs. Strategizing, assessing and implementing services to provide value to members and promote membership growth and retention.

Beginning in 2018, as CTAA's Training and Certification Director with Ms. Souza's expertise in personnel management she's worked with the training department to continue the creation and updating of the Association's certification and intensive classes, conference workshops and webinars around a wide variety of topics that involve effective human resource management and all aspects of professional development and certification for the community transportation industry.

Prior to her work with CTAA, Caryn worked in the private sector as a Human Resource Director for Macy's. She also served as Executive Director of the Association for Commuter Transportation (ACT).