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Study in bachelor and master programmes in civil engineering at Karlsruhe Institute of Technology (KIT, Karlsruhe) from 2009 to 2014. Focus on management, infrastructure planning and rail operation. Bachelor thesis on passenger movements on platforms and in vehicles and their impact on the stability of rail operation. Master thesis on the development of a structure for quality management in rail operation. During the study employment at the city of Karlsruhe (city planning) and the Albtal-Verkehrs-Gesellschaft (AVG). Since 2014 employment at AVG: installation of a management structure to measure and improve the quality in everyday rail operation. Since 2017 head of newly founded division of operational quality management with nowadays 14 staff members. Focus on methods for measuring punctuality and the analysis of reasons for delays, passenger counting, databases, business intelligence, information desing and reporting.