

Terri D. Brown

Terri D. Brown is the Director, Office of Arbitration Services at the National Mediation Board (NMB) where she is responsible for the administration of grievance and interest arbitration in the railroad industry under Section 3 of the Railway Labor Act (RLA).

Ms. Brown joined the NMB in 2002 as a Mediator and was subsequently promoted to Senior Mediator in 2010. During her tenure as a mediator she successfully mediated many complex cases in both the airline and railroad industries.

She was appointed as one of two Ombudsman for the NMB and served in that capacity from 2010 until she became the Director of Arbitration Services.

Ms. Brown has an MBA from the University of Baltimore, a JD from Howard University and a BA from Chatham University.