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Reading & Northern Railroad Promotes Susan Ludwig as VP Customer Service

FOR IMMEDIATE RELEASE

August 29, 2018, Port Clinton, PA - Reading and Northern Railroad announces the appointment of Susan Ludwig as Vice President of Customer Service. In this position she will oversee all of the Customer Service Managers. Susan will oversee all business including, Anthracite Coal, Forest Products and General Merchandise for over 70 customers. In her new position Susan reports directly to Reading & Northern President, Wayne A. Michel.

Susan started at the Railroad in October 2011 as a Customer Service Manager. She graduated from Fleetwood Area High School. Susan came to the railroad with a background working in customer service and accounting for an e-commerce company and the Fleetwood Public Library. She was promoted to Director of Customer Service in 2013 and served as the primary account representative for Plastics and Chemicals. In June of 2016 Susan was promoted to AVP of Customer Service, in charge of the General Merchandise Customer Service Managers for all of the Forest Products and General Merchandise accounts.

In announcing her appointment Michel said, "Susan has done an excellent job working with our customers since joining the railroad. Taking care of the customer at Reading & Northern is Job 1 and we are fortunate to have Susan running our Customer Service Department. Reading & Northern is committed to excellent service, evident by our 99% on-time rate for our scheduled railroad, and going the extra mile literally for our customers."

Susan lives in Fleetwood with her husband David and son Tyler. In her spare time she enjoys ice hockey, going to concerts, the beach and spending time with family and friends.

Reading & Northern Railroad, with its corporate headquarters in Port Clinton, is a privately held railroad company serving over 70 customers in nine eastern Pennsylvania counties (Berks, Bradford, Carbon, Columbia, Lackawanna, Luzerne, Northumberland, Schuylkill and Wyoming). It has expanded its operations over the last 20+ years and has grown into one of the premier railroads in Pennsylvania with over 320 miles of track. Reading and Northern operates both freight services and steam and diesel-powered excursion passenger services through its Lehigh Gorge Scenic Railway, owns almost 1,300 freight cars, and employs over 200 dedicated employees.