

## Profile:

Experienced Station Master with a demonstrated history of working in the Aviation, Transport/Metro & Hospitality industry. Skilled in Business Travel, Operations Management, with a total work experience of 7.5 years.

Demonstrated capability to work with all personality types/multi-cultural environment. Flexible & adaptable to any given situation.

Finely honed leadership skills from supervisory & managerial experience, which allows me to support & motivate a team to their full potential.

## QUALIFICATION

1. BTEC- HCN IN Aviation, Hospitality & Travel Management (Frankfynn)
2. BA, Pursuing
3. SSC – Senior Secondary Certificate, Kerala
4. HSC, N.I.O.S, Kerala

## SKILL SET

1. MS OFFICE
2. ORACLE
3. BACS -L&T
4. SCADA -THALES

## LANGUAGES

1. English- Read/write/speak
2. Hindi- Read/write/speak
3. Konkani, Malayalam, Telgu & Tamil - Speak

## PERSONAL DETAILS

DOB- 02-Nov-1990  
Nationality: INDIAN

## Professional Background

### **1) Qatar Rail (RKH Qitarat): Station Master, 20-06-18 to 30-10-19, QATAR.**

- Involved in Station Take Over (STTO) –Pre-opening.
- Involved in trial running & operations (Operational & Procedures tests).
- Managing the opening and closing of station, Minimum Operations Requirement, compliance inspections, ensuring staff availability, local co-ordination of all station activities including Customer Service, Facilities Management, Security, and maintenance activities during engineering hours.
- Transport Integration: managing operational interfaces with other transport providers.
- Managing and monitoring the station equipment (tools like SCADA & BACS), including station building services, station access control and security.
- Monitoring & control of Fire alarm systems (FACP).
- Monitoring customer & staff communication using radio, telephone, public address system, public information display, and closed-circuit television.
- Maintaining and managing staff training records, including licences.
- Ensuring staff fitness for duty including surveillance.
- Short term roster planning to ensure sufficient staff on duty and distributing duty sheets to station staff.
- Station Revenue management.
- Preparation of daily & monthly reports. (Station systems & Revenue)
- Managing staff attendance including absenteeism and no-shows, appropriately. Also conduct Staff briefing on a daily basis.
- Implementation of the Quality, Health, Safety and Environment, and Information Security Management Systems (RQHSE, Qatar), policies and procedures.
- Ensuring incident management by co-ordinating with local response team during emergency situations.
- Directing controlled & uncontrolled evacuations.
- Contribute to post evacuation debriefings.

### **2) Encyclofoodia: Business Partner, 01-07-16 to 25-12-17, Bangalore.**

### **3) Hamad International Airport, Customer Service Associate, (09-12-13 to 20-04-16),**

#### QATAR.

- Operating the Fault Reporting Centre.
- Recording requests on ERP/ORACLE/CMMS System.
- Dispatching requests to shift breakdown team.
- Co-ordinate with airport authorities for approval of daily works, Clearance of Aircraft Parking stand.
- Monitoring BMS (SIEMENS) for alarms across the entire facility.

### **4) Comfort Hospitality: Front Office Executive (01-04-11 to 30-04-13), Bangalore.**

- Handling reservations, Customer check-in/check-out.
- Informing customers about payment methods and verifying payments.
- Handling complaints in a timely and professional manner.
- Upselling additional facilities and services, when appropriate.
- Liaising with the housekeeping staff to ensure all rooms are clean & tidy to accommodate guests' needs.
- Maintaining updated records of bookings and payments.