



JOSEPH LYDAN LLENA

STATION SUPERVISOR

CAREER OBJECTIVE


To work hard with full dedication for the achievement of organization objectives under satisfying job conduct, hence enhancing my skill and knowledge and ready to learn new things.

WORK EXPERIENCE


FLOW Riyadh Metro - Riyadh K.S.A STATION SUPERVISOR

October 2023 - Present

- Responsible for the safety of all persons working along the various Stations assigned whether directly employed or not, cleaning staff, Fault team staff, the Periodic team and the public using the Station. This includes delivery drivers and all contractors. Any breaches of health and safety noted, must be reported immediately to Station management.
- Ensure Quality and Safety Checks are completed taking appropriate action accordingly.
- Monitoring and operating of equipment from SCADA, BMS, ICT, ISM and Firework Station.
- Prioritize all incidents ensuring all key personnel are always kept fully informed, completing incident reports, witness statements, photographs of areas if a slip/trip has occurred for all platforms.

 +966 535856880

 josephlydanl@gmail.com

 Riyadh, K.S.A.

SKILLS

- Customer Service
- Professional knowledge in Train Operation Procedure
- Knowledgeable in Safety and Emergency Management
- Skilled in Train driving for Kinki Sharyo and Alstom Trains
- Advance knowledge in MS Office applications
- Food and Beverage, Hospitality Operations

LANGUAGES

- English
- Filipino
- Basic Arabic

KEOLIS MHI - Dubai U.A.E.

STATION MASTER - TRAIN DRIVER for Kinki Sharyo and Alstom Trains

September 2021 - September 2023

- Skilled in Train driving for Kinki Sharyo and Alstom Trains, with updated training.
- Monitor and maintain a safe and secure station environment and service of Dubai Metro.
- Ensures the station and facilities are in a safe and good working order.
- Provide effective communications and information with internal and external parties in an efficient and timely manner.
- Deliver public announcements and ensure all train and station information is correct, clear and up to date.
- Responsible for the efficient and safe evacuation of station premises in the event of fire or other emergency situations.

SERCO Middle East- Dubai U.A.E.

STATION MASTER

October 2019 - September 2021

- Lead of team Station Agents, SA SMO and Customer Service Agents to deliver a safe, reliable, world class and customer focused station and car park services.
- Manages and monitors shift/duty 'landlord' of a station, car park and all persons working in a station.
- Ensures the station and facilities are in a safe and good working order.
- Responsible for the efficient and safe evacuation of station premises in the event of fire or other emergency situations.

SERCO Middle East- Dubai U.A.E.

TRAIN ATTENDANT / DRIVER-ASSISTANT STATION MASTER

December 2018 - October 2019

- Complete training for Basic Rolling Stock course.
- Complete training for Train Operation Procedure (Normal Degraded and Emergency).
- Driving skills.
 - Manual Driving Practice in Stabling/Test Track
 - Manual Driving Practice in Main Line
- Safety of the passengers, staff, and third parties.

SERCO Middle East- Dubai U.A.E.

STATION AGENT

November 2015 - December 2018

- Provide safe, reliable, convenient and comfortable metro journeys to the users of railway if and when necessary or as directed by the Station Manager in collaboration with the Passenger Services Manager.
- Enforce safety procedures and instructions and carry out necessary procedures to ensure the safety of members of the public and employees of the railway.
- Control and mitigate overcrowding in stations and platforms to ensure that passenger's flows are managed in an orderly manner.
- Provide ticket sales, train services information and respond to passenger enquiries.
- Meet and greet customers and provide a highly visible and proactive level of customer service.

Aprons & Hammers - Dubai U.A.E.

BAR TENDER

October 2014 to October 2015

- Take beverage orders from servers or directly from guests.
- Prepare and serve drinks and beverages to guests following recipes.
- Mix ingredients such as soda, water and sugar to prepare hot and cold beverages.
- Anticipate guest's needs to decide if additional service is needed.
- Maintain record and control of bar stock and arrange supplies.

International Company LLC | Dhofar Bowling Center - Salalah, Oman

CASHIER/ASSISTANT BOWLING INSTRUCTOR

July 2012 to July 2014

- Hands-on experience in accepting payments from customers and give change and receipts.
- Operate cash register and adding machine in order to manage cash for sold items.
- Greet customers as they arrive, and direct them to merchandise they need.
- .Stock items when required.
- Proven record of using the right process for cash, credit cards, or other types of payment.
- Thorough understanding of counting the money is in register at the beginning and end of shift.

Café Lenotre Restaurant - Jeddah, K.S.A.

BARISTA

October 2008 to January 2011

- Perform preventative and general maintenance on coffee machines on a regular basis.
- Note orders and serve coffee and relevant beverages to all customers in time.
- Prepares high quality coffee blends, beverages and sandwiches.
- Set up and shut down the coffee station on daily basis and ensure proper cleanliness of the assigned area.
- Assist in menu setting and determining coffee of the week regularly.
- Communicate with customers, note their preferences and take feedback.

EDUCATION

STI College Guadalupe, Makati, Philippines , 2001- 2003

Bachelor of Science in Computer Science