

Sameerr Chandrakant Usapkar

A Strategic Operations Leader with 28+ years of experience with chronicled success across domain of Metro Rail and Airline Operations, specializing in Station Management, Operations Readiness, KPI Achievements, Rail and Ramp Safety.

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Profile Summary:

- Result-oriented professional offering rich, international experience with impressive success in managing Metro Rail Transport System and Airlines verticals.
- Proven success in CATC to fully automated GOA 4 environments, operations readiness, Trial Operations and Stakeholder coordination.
- Demonstrate strong leadership command in emergencies, standards development and building team capabilities.
- Adept in optimizing resources, enhancing customer service, driving continuous improvement through data driven decision making, and delivering safe, reliable, and world-class transport services within complex and dynamic environments.

Educational Certification & Membership:

- **Post Graduation Diploma in Operations Management.** (Grade 81%) - Prin. L.N. Welingkar Institute of Management Development & Research – Mumbai (Year-2019)
- **Bachelor's degree in political science - Mumbai University (1998)**
- **Electronics Technology Course - Mumbai Board Year 1995**
- Safety Certification in Occupational Safety and Health: **NEBOUSH (IG1 -IG2) – UK**
- **Member - Chartered Institution of Railway Operators (CIRO) United Kingdom – Membership Number: CIRO-50190**

Work Experience:

April 2019 – Till date - Stations Manager - Line 5 Operations

FLOW (O&M Consortium) - Riyadh Metro Project Package -5

- Leading high-footfall operations with consistent achievement of Safety, Punctuality, and Service Delivery KPI's.
- Overseeing recruitment, training programs, competency assessments and performance evaluations.
- Developing and maintaining the Operations Standards aligned with local regulations, international standards (ISO 9001:2015, ISO 19475:2021) and company policies.
- Create, review and update all stations related to SOP, WI, Forms in accordance with the business goals.
- Overseeing non-technical maintenance tasks related to the AFC system and timely escalation of issues.
- Applying strong controls on station revenue related activities to minimize discrepancies, prevent financial risks.
- Administer and control Stations PTW for safe execution of work in accordance with operational safety standards.
- Managing rosters, shift allocations, and regular attendance to ensure optimal manpower utilization
- Coordinated closely with the OCC during incidents to ensure accurate situational awareness, timely decision-making, and seamless communication across all stakeholders.
- Led incident investigations, identifying root causes, preparing corrective action reports to avoid recurrence and cascading lessons learn through Briefing Records and Learning Management System (SAP).
- Designing high-impact crowd management strategies for special events, holidays, and peak-flow periods
- Performing leadership tours to verify work quality, staff knowledge, asset condition, and process standardization.
- Reviewing fault reports, identifying technical issues, and driving timely resolution with INM and TSM teams.
- Maintaining high housekeeping standards across stations to compliance with cleanliness KPI
- Boosting customer satisfaction by proactively addressing complaints, feedback, and suggestions, with timely resolution and service recovery.
- Acting as Subject Matter Expert (SME) to review and close out actions arising from Mystery Shopper surveys, PMS and TGA inspections, Assurance Drills, and Safety Audits.
- Managing the complete Lost & Found process across the Line 5 network with accurate logging, secure handling, and safeguarding passenger belongings throughout the custody chain.
- Daily Coordinating closely with OCC, INM (Civil, MEP, electrical, Plumbing) and TSM (POS and PSD)
- Supporting Senior Management and the Operations Director with strategic and operational tasks.
- Preparing detailed monthly station reports summarizing inspection findings, safety observations, documentation COC, compliant resolution trend, training performance, and operational KPIs.
- Demonstrating strong knowledge of O&M Contract requirements, CMMS Module, auditing techniques, and competence assessment standards.

Test Case Specialist – Operations Readiness Line 4&6 (Aug'20 – Sep'23).

FLOW (O&M Consortium) - Riyadh Metro Project Package -5

- Played pivotal role in Operational Readiness (system demo, Trial run, Mock drills).
 - Authored Joint Trial Run Plan, SOP, WI's, interface agreements, On call procedure, test case scripts etc.
 - Prepared and validated procedural documents for Trial Operations and Commercial Service Commencement.
 - Comprehensive Test Case Reports prepared by capturing deviations, NCRs, observations, root causes, and recommended corrective actions.
 - Validated system behaviour under both normal and degraded modes.
 - Verified the functionality of operational systems (AFC, CCTV, FWS, BMS, Signalling, PSD, ATS, Radio)
 - Oversaw end-to-end handover of station assets from D&B - room keys, SMR, equipment, and full fit-outs.
 - Coordinated effectively with D&B, PMS, E-ISA, TGA, GDCD, MOE, and RCRC to support operational readiness, compliance, and project delivery.
 - Successfully completed the Trial Run and launched commercial services for Line 46 and Line 5.
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November 2018 – March 2019

Operations Training Consultant - RKH Qitarat (Doha Metro Project)

- Designed Risk based Training Needs Analysis for safety critical roles
 - Developing Annual Training Calendars including refresher course.
 - Preparing Training Modules based on SOP, e-learning content, and assessment tools.
 - Delivered scenario-based classroom and simulation-driven training
 - Created assessment tools for knowledge checks, certification, and refresher evaluations
 - Acted as Internal Test Case Observer to support Trial Runs activities.
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February 2011 – July 2018

Senior Station Manager – Operations,

OCC Chief Controller – Interim Period

Metro One Operation Pvt Ltd. (O&M Consortium) - RATP Transdev - Mumbai Metro Rail Transportation Line-1.

- Member of the pioneering team responsible for commissioning and launching Mumbai Metro's line-1.
 - Led the Operations Control Centre (OCC) and Station Operations, overseeing real-time service delivery.
 - Monitor train operations in real-time: adherence to schedule, headways, frequency, punctuality.
 - Ensured all staff comply with SOPs, safety regulations, signaling rules, track work permits.
 - Adjust train timetable during peak, degraded - single line operations or short loop.
 - Preparing Daily Reports: incidents, delays, root cause, corrective actions.
 - Maintain OCC logs & data for KPIs (punctuality, reliability, safety metrics)
 - Managed station asset readiness, including systems, equipment, facilities, and fit outs through regular inspections and snag list reviews during Control area working.
 - Established effective crowd control measures at key interchange stations with Western and Central Railways.
 - Maintaining roster, competence of Staff through drills, refresher training and assessment.
 - Authored the Station Emergency Evacuation Plan (layouts), Emergency Response Plan, Station Operation Procedures, and Manpower Deployment Plan in line with contractual obligations.
 - Closing out Non-Conformances (NC) identified during internal and external audits within specified timelines.
 - Coordination with external stakeholders (Police, Fire Brigade & Medical Services) for emergency management.
 - Handled emergency Such as fire, flooding, public protests, medical emergencies, OHE breakdown- failures).
 - Fostered strong working relationships with internal and external stakeholders for operational efficiency
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February 2008 – February 2011

Station Manager – Airport Services, SpiceJet Limited – India

- Overseeing day-to-day passenger handling, baggage services, check-in, boarding, and arrivals.
 - Supervised aircraft turnaround, including ramp handling, load control, fueling, catering, and GSD.
 - Ensured all operations comply with DGCA, BCAS, airport authority regulations, and airline SOPs.
 - Handle irregular operations (IROPs) such as delays, diversions and cancellations.
 - Overseeing ground handling agents, catering, cleaning, and other third-party vendors.
 - Liaising with airport authorities, ATC, CISF, customs, immigration, and security agencies for seamless operations.
 - Leading emergency response drills in compliance with civil aviation requirements.
 - Preparation and submission of daily station reports, delay analysis, incident logs, and financial reconciliations.
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August 2007 – February 2008

Passenger Service Supervisor - Airport Services, All Nippon Airways

- Supervised check-in, boarding, arrivals, and transfer operations.
 - Handled VIPs, unaccompanied minors, special assistance passengers
 - Managing PNR irregularities, excess baggage, DNB, Deportee, pre-flight documentation, and DIP/VIP mail.
 - Monitoring service standards, Conduct pre-shift briefings, role allocations, and performance checks.
 - Monitor KPIs such as check-in efficiency, boarding accuracy, mishandled baggage, and service quality scores.
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June 2001 – August 2007

Senior Customer Service exe. (Load and Trim Controller), Jet Airways Pvt Limited.

- Preparing load & trim Sheet for Boeing B737-400/700/800/900 and ATR-72/500.
 - Coordinating with flight crew, dispatch, ramp, and ground handling staff to finalize load distribution.
 - Coordinate with cargo and baggage units to compliance with special loads (DG, HUM, AVI, VAL, etc.)
 - Manage load planning during flight delays, diversions, aircraft changes, and operational disruptions.
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November 1998 – June 2001

Cargo Supervisor, M/S Ranadive (GHA for Alitalia, Air France, British Airways).

- Monitoring cargo acceptance, documentation, build-up, breakdown, and delivery for import and export shipments.
 - Verifying Air Waybills (AWBs), manifests, and customs documents for accuracy and compliance.
 - Monitor load planning and weight distribution to ensure safety in aircraft cargo holds.
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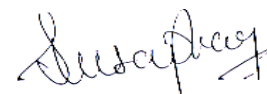
Professional Certifications:

- OCC operation of the CBTC system (Riyadh Metro)
 - ISOH Certification - Riyadh Metro
 - CMMS System – Maximo (Riyadh Metro)
 - Assessor Course – Competency (Riyadh Metro)
 - AFC System – INDRA (Riyadh Metro)
 - SCADA, BMS, ICT, ISM and FWS – Alstom (Riyadh Metro)
 - SAP Training on CRM, Material Management & Ops Logs
 - Internal Auditor for ISO 9001:2008
 - ATS system (VICOS CO 501) – Siemens
 - CCTV Operation – Thales (Mumbai Metro)
 - AFC System – INDRA (Mumbai Metro)
 - Master Trainer for Customer Care Program
 - OHSAS 18001 – Mumbai Metro
 - Train Driving Specific Training - Delhi Metro Rail.
 - Root Cause Analysis - Bureau Veritas
 - Train the Trainer- Effective People
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Personal Details

- Date of Birth: 09 January 1977
- Language: English, Hindi, Marathi, Konkani.
- Location: Flexible to relocate
- Driving License: Saudi Arabia and India.
- Marital Status: Married

I hereby declare that the information given above is true to the best of my knowledge and belief.



Sameerr C. Usapkar