****Ku Kamal Bahrin Ku Abdullah  
B-2-12 Jalan UK Perdana 4,  
Apartment Sri Melur, Taman UK Perdana,  
68000 Ampang, Selangor,

Malaysia.

Mobile +6012 2107907 / +6011 23036780

Email kukamalbahrin@yahoo.com

# Objective

Seeking for the challenging position in a well reputed organization that permits me to use my prior knowledge, skills and abilities.

# Key Skills

* Experienced in station operations, train operations, platform screen door systems, guide way, tracks, rail functions, system failure management and automatic fare collections.
* Strong knowledge in all areas of customer service.
* Strong leadership skills and capability to motivate and manage staff to accomplish great results.
* Independent and able to work in a fast paced environment.
* Able to manage staff and prioritized workflow while maintaining a positive and professional attitude.
* Excellent PC, verbal and written communication skills.
* Excellent problem solving and organizational skills.

# Work Experience

The Kelana Jaya Line is one of the three [rail transit](http://en.wikipedia.org/wiki/Rail_transit) lines operated by [Rapid Rail](http://en.wikipedia.org/wiki/Rapid_Rail) network. The line runs from [Kelana Jaya](http://en.wikipedia.org/wiki/Kelana_Jaya) to [Gombak](http://en.wikipedia.org/wiki/Gombak), serving the [Petaling Jaya](http://en.wikipedia.org/wiki/Petaling_Jaya" \o "Petaling Jaya) region to the south; southwest and central [Kuala Lumpur](http://en.wikipedia.org/wiki/Kuala_Lumpur), and Kuala Lumpur City Centre to the centre; and on density residential areas further north. At 29 km in length, it is the fourth longest fully automated driverless [metro](http://en.wikipedia.org/wiki/Rapid_transit) system in the world. In 2002, the line carried its 150 millionth passenger, with an average of 160,000 passengers daily. Today, it carries over 190,000 passengers a day and over 350,000 a day during national events. On 28 November 2011, the Kelana Jaya Line and the [Ampang Line](http://en.wikipedia.org/wiki/Ampang_Line" \o "Ampang Line) were integrated with a single ticketing system, allowing transfer at [Masjid Jamek station](http://en.wikipedia.org/wiki/Masjid_Jamek_LRT_station) without the need to buy a new ticket.

Station Manager, Rapid Rail Sdn Bhd - May 2011-present  
Manage station and train operation as per operations plan. Ensure all staffs adhere to company’s rules and policies and be conversant with the service products for better customer satisfaction. Support management in increasing sales revenue such as promotes new product.  
Achievement: Reduce train & system delayed by conducting staff enhancement trainingevery month.Achieve departmental KPI target 99.4%

Supervisor, Rapid KL Sdn Bhd – September 2010- May 2011  
Plan, delegate, supervise a team of hostlers and customer service, overseeing the day-to-day activities at mainline, station and reporting all irregularities to Head of Section.

Achievements: Minimize complaints by customers to 0.5%

Customer Service cum Transit Assistant, Rapid KL - January 2006 – Month 2010  
Respond to train failure along the system inclusive of train coupling for minimum service disruption. Monitor and check train when performing train-manning task.

Achievements: Help the department to achieve KPI target by attending any system failure at entire mainline.

Customer Service Assistant, PUTRA LRT Sdn Bhd – October 1998 – January 2006  
Provide support for customers, station and system security, maintenance, special events and all other activities related to delivery of safe, efficient and clean LRT service.

Achievements: World Class Service recognized by Renong Group

Telemarketing, Perdana Cigna Insurance – January 1998 – October 1998  
Conduct sales and Marketing insurance via phone

Achievements: Support the sales department to hit sales target

# Education

Diploma in Business Management and Leadership – University Utara Malaysia (2008 -2010)   
Master in Management – Asia E University, Kuala Lumpur Malaysia (2010 -2012) International Business – Murdoch University, Australia (2010 -2012) Certificate, Rail Industry Specialist – Department of Skills Development Malaysia (2012-2014)

Certification & training

* Train Operations
* SMC failure
* Testing & Commissioning
* STC failure
* Alternate service plan
* Train recovery
* Loop failure
* Tunnel familiarization exercise
* Switches hand crank
* Operation Control Centre
* First aid rescuer
* Automatic Fare collection
* Member of Malaysian Institute of Management (MIM)

# Language

English, Malay

# Preferred location

Malaysia  
SE Asia  
Middle East  
Australia   
UK  
  
**Knowledge**

**ATP** – Automatic Train Protection  
**ATC** – Automatic Train Control  
**Switch Machine** – Use manual hand crank during switch failure.  
**Signaling**– As per rule book conducted by the company.   
**PIES** - Platform Intrusion Equipment System PIES **SCADA** – Supervisory Control and Data Acquisition  
**PSDS** - Platform Screen Door System **Train Recovery** – STC Failed, VOBC, COUPLING, Alternate Service Plan **AFC** – PSM,TVM,SCS, FLAP GATE **STC** – Station Controller **TVF** – Tunnel Ventilation Fan **SMC** – System Management Centre **VCC** – Vehicle Control Centre **T & C** – Testing & Commissioning **COMM** – RADIO, Hand Signal, Guide way Signage **TRAIN OPERATION** – General Train Operations Rules ,Manual Train Operation, Hostlers responsibilities **TRACK SWITCHES –** Manual & Auto position