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From

Syed Nayaz Ahmed

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To

The HR Manager

INECO

Re: Application for the post of Station Master cum Trainer

Dear Sir

Sir since my immediate goal is to work in the Railways overseas, I would like to apply for a suitable position in your organization. I have a Master Degree in Commerce from the University of Madras. I am a qualified Trainer with SBS Transit the Operators of North East Line And The Down Town Line in Singapore. After completion of Down Town line Phase 1- I am attached to the Station to complete the On the job training for the staff. At present I am a Station Manager and I am based at Downtown Station. I have also completed the Fire Safety Manager Course from the Singapore Civil Defence in June 2012.

I joined SBS Transit as a Station Manager, they tapped my strength in training and made me a full time trainer. I am with them from June 04-2012 till date.

My role as a Trainer with Downtown Line:

1. Prepare and deliver Training for the PT-RSC-301C – Interpret Rapid Transit operations and its Environment – Introduction of the Downtown Line – Compare it with North East Line , North South Line , East West Line ,Brief about DTL Plans in Phase 2 and Phase 3, 3 car Bombardier Trains , Power ( 3rd rail ) , ISCS (Integrated supervisory control system ), Communication, Permanent way and the Signaling

System.

1. Prepare and deliver training for the PT-ROT-104E-1 – Perform Normal ,Degraded and Emergency Operations - What are the roles and responsibilities of the staff in the 3 phases of Operations
2. Normal – Staff role and responsibility when the train runs as per timetable
3. Degraded – Staff role and responsibility when there is a delay in train service for more than 15 minutes
4. Emergency – Staff role and responsibility when there is an emergency eg: fire or a bomb threat
5. Prepare and deliver On-The Job training for PSO – Perform Station Operations
6. Training on EVSCP (Emergency Vital Signaling Control Panel in the Passenger

ServiceCentre) MCKS (Manual Control Key Switch)

1. Training on PSD (Platform Screen Doors –Manual opening –closing –PSD

Emergency bypass- PSD Manual Open and close – FBSS Key to Open PSD / Train doors –

1. Training on HW/TW Units – SPKS as well as Emergency Stop Switch activation and reset functions .On The Job training LIKS (Local Isolation Key Switch) during a PSD failure.
2. Deliver OJT Training on ISCS – Integrated Supervisory Control System. Staff on how to look out for alarms on the alarm banner. How to react to the different color codes on alarms. Operate all station equipment remotely.
3. Deliver OJT for station staff on Lift rescue and Escalator.
4. Deliver OJT training for station Staff to make Live PA in the Station as well as from the Multifunction terminal (MFT)
5. Deliver OJT on Sump pump – Drainage Pumps – Actions to be taken by staff when there is an alarm in the MFT with regards to flooding on the track /tunnel.
6. Deliver OJT for PSM (Passenger service Machine 01 and 02).GTM (General Ticketing Machine), How to send commands to the fare gates via Station Computer (SEP).
7. Patrolling - Safety and security duty in the station and what staff need to look out for during patrol. Prepare Checklist for Station patrol.
8. Deliver training on the Fire Protection System and steps taken to isolate a zone.

MAP (Main Alarm Panel – Sub Alarm Panel -Repeater Panel – Linear heat detectors-Beam Detectors – Sprinkler Pump Room – Fire Shutters)

1. Staff found not competent will be advised to prepare before the next OJT exercise. Only competent staff will be allowed to operate the railway.

If given an opportunity I can prove my training and station management skills.

Thanking You Yours sincerely

**SYED NAYAZ AHMED**

BLK 229 Lorong 8 Toa Payoh

# 03 - 172

SINGAPORE - 310229

**STATUS:** SINGAPOREAN

**OBJECTIVES**

1. To give 100% to the Job Assigned To Me
2. A Winner Under Pressure

**School and University Qualifications**

1. A Master Degree in Commerce -The University Of Madras - April 1991 - M.COM.
2. A Bachelor’s Degree in Corporate Secretaryship -The University of Madras - APRIL 1988- B.A.C.S.
3. A' LEVELS AND O' LEVELS -The Tamilnadu Board of Education - A.I.S.L.S. & T.N.H.S.L.C.

**Training Qualifications**

1. TR-TEV-303C-1 Conduct Competency –Based assessment – SNEF –WDA
2. TR – HCD-301C-2 APPLY Adult learning Principles and code Of Ethics Relating to Training
3. TR-HCD-302C-1 Interpret The Singapore workforce Skills qualifications Framework
4. TR-TDL-303C-1 Prepare and Conduct On- The –Job Training

**Railway Qualifications**

1. PT-RSC-301C-1 Interpret Rapid Transit Operations and Its Environment – SBS Transit
2. PT-ROT-104E-1 Perform Normal ,Degraded and Emergency Operations –SBS Transit
3. PT-ROT-102E-1 Perform Track Trained Person Role – SBS Transit
4. C972 Station Computer Operation Training –ST Electronics
5. C972 Top –Up Machine Operation Training – ST Electronics
6. Basic CBRE Course For Emergency Response Team – Civil Defence Academy
7. Fire Safety Manger Course –Civil Defence Academy
8. MF-COM-402E-1 Develop a Risk Management Implementation Plan - WDA
9. MF –COM-104E-1 Apply WSH policy – SNEF - WDA
10. Provide CARES PROGRAMME – SBS Transit
11. Track Protection Officer(TPO) – SBS Transit

**Additional Qualifications**

1. SV-CS-101G-1 Provide Gems Service – Capelle Academy
2. Service Excellence Programme – Hawthorne
3. SE-SO-103C-0 Provide Guard and Petrol Services – Powel – WDA
4. SE-SO-102C-0 Handle Security Incidents and Services – Powel – WDA
5. Effective Performance Management Workshop – PACE
6. Professional Retail Sales Performance – The Friedman Group
7. Performance Coaching and Counselling Skills – Nanyang Technological University
8. Certified First Aid Course – St Johns Ambulance

**WORKING EXPERIENCE**

**SINGAPORE**

Nature of Duties and Responsibility as a Station Manager cum TRAINER – SBST TRANSIT - SINGAPORE from June 2012 till Date

* Passed the Systems , Normal , Degraded and Emergency tests with regards to

Train services for both North East Line as well as Downtown Line in Singapore.

* Chosen for Training the new staff on the Basic Systems Course – as well as

– Normal – Degraded – Emergency Courses related to Downtown Line

* Appointed to Full Time Training - One Batch will be given 20 days of Classroom Training
* Site Visit will be conducted on 2 days for Station and Depot
* Work Instructions and Procedures will be spelt out to them during their course
* On top of the above I was tasked as a Fire Safety Manager for Telok Ayer Station

(Prepare the Emergency Response Plan, conduct Table Top Exercise and Fire Drills)

* Conduct ON-THE-JOB TRAINING to new staff attached to Stations for all station

Equipment (EVSCP Panel – MFT- HW/TW Unit – Station Patrol - PSM –GTM- SEP)

* The below Work Instructions were written by me for Downtown Line – Singapore

1. Working with The Goodwill Ambassadors
2. Usage and Storage Of Station Equipment
3. Handling Wheelchair Bound during Lift or escalator break down
4. Handling Incident or accident
5. Operating the Blue Light Station – Manual Control Key Switch (MCKS)
6. Operating and Resetting the Emergency Stop Plunger(ESP)

Nature of Duty and Responsibility as a Sales Manager - **COURTS (SINGAPORE) LTD** from JUNE 2000 JUNE 2010

1. First I was in charge of the Electrical dept of the Mammoth Store at Bukit Timah from June 2000 to June 2001. Familiar with AMK – PasirRis – Jurong Point –

Centre Point & Toa Payoh

1. Managing 12 Staff and 20 Promoters in a day is my strength
2. **Training all Powerhouse Staff on SDS (Small Domestic Appliances & Customer service)**
3. Training Staff on customer service and Warranty
4. Monitoring Staff Performance Based on their KPI
5. Maintain Healthy Stocks and Plan Age Stock Clearance
6. Responsible for Problem Solving and Customer Service
7. Coordination with Suppliers and Sales reps for In Store promotions
8. Range Plan management
9. Maintain High Housekeeping Standards
10. Responsible for Daily Cash Records and safe Keeping
11. Daily Briefing staff on Price changes and Promotions
12. Responsible for managing Road shows and Events

**INTEREST**

1. Training - Reading - Badminton - Cricket
2. Read –Write and speak English Fluently
3. Additional Languages Known - HINDI & TAMIL

**PERSONAL PARTICULARS**

1. Date of Birth - 30/01/1968
2. Marital Status - Married

**REFERENCE**

TAMIM ANSARI - MANAGER

Credit Control Section - JUKI SINGAPORE PTE LTD

20 Bendmeer Road - #04-12 Cyber Hub

Singapore-339914 - HP NO:98502979