|  |  |
| --- | --- |
| Rami Shoula  Train Operator | |
| |  |  | | --- | --- | |  | Profile Experienced Train Operator with over 10 years of experience providing safe and pleasant travel for passengers. Bringing forth exceptional mechanical skills, and a superior awareness of safety rules and regulations. Adept in planning route operations, and handling vehicle technicalities. Bringing forth strong communication skills, and a commitment to safe, timely, and pleasant travel. |  |  |  | | --- | --- | |  | Employment HistoryTrain Operator at Metro North Railroad, New York August 2008 — September 2019   * Adhered to all transit rules and regulations, resulting in safe and productive travel. * Planned and adjusted routes according to need. * Addressed both major and minor vehicle failures. * Exercised prudent judgment at all times. * Performed visual inspection of trains prior to departure. * Happily provided assistance to passengers with special needs, and worked to accommodate them as best as possible. * Remained committed to the safety and satisfaction of passengers above all things.  Conductor at Canadian National Railway, Melville July 2005 — July 2008   * Thoroughly inspected the condition of trains prior to departure. * Ensured compliance with all railroad rules and regulations. * Communicated with the Rail Traffic Control Center to ensure safe and organized travel. * Handled problems relating to mechanics, train function, or travel difficulties with a level head and a calm attitude. * Aimed to always provide optimal customer service and a pleasant railroad experience to passengers. |  |  |  | | --- | --- | |  | EducationTrain Operator , MTA Training Program, New York June 2007 — May 2008 High School Diploma, St. Francis High School, New York September 2003 — May 2007 |  |  |  | | --- | --- | |  | ReferencesErnie Young from MTA [eyoung@mtanyc.org](mailto:eyoung@mtanyc.org) · 212-874-4950 Olivia Brown from MTA [obrown@mtanyc.org](mailto:obrown@mtanyc.org) · 212-445-5031 Jason Richards from Union Pacific [richards.jason@unionpacific.com](mailto:richards.jason@unionpacific.com) · 363-495-3321 | | DetailsSkills  |  |  | | --- | --- | | Advanced Train Mechanical and Electrical Knowledge | | |  |  |  |  |  | | --- | --- | | Troubleshooting Skills | | |  |  |  |  |  | | --- | --- | | Time Management Skills | | |  |  |  |  |  | | --- | --- | | Train Maintenance and Repairs | | |  |  |  |  |  | | --- | --- | | Strategic Thinking Skills | | |  |  |  |  |  | | --- | --- | | Strong Customer Service Skills | | |  |  |  |  |  | | --- | --- | | Excellent Leadership Skills | | |  |  | |