

# FLORENCIO E. BOMBANI, JR.



## OBJECTIVE

To seek a position where I can efficiently contribute my skills and abilities for the growth of the organization and build my professional career.

## CONTACT INFO

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## EXPERIENCE

**RKH QITARAT** (Doha, Qatar)  
**December 2018 – Present**

### *Awards and Recognitions*

- **Certificate of Appreciation -5 Years of Service**
- **Certificate of Excellent Work Attendance (2023)**

#### **1. ASSISTANT STATION MASTER** (March 4, 2023 – Present)

- Support the station master in managing of all customer experience activities at the station and on board
- Ensure that passengers receive the best information and customer service from all field staff: ticket counters staff, gate-line staff, platform staff, roving or on-board staff
- Ensure efficient sales with adapted deployment of staff providing sufficient number of staff at ticket vending machines, ticket counters or at gates
- Assist the SM in monitoring station equipment (using SCADA), data acquisition for station building services, station access control and security
- Assist the SM in monitoring customer communication using radio, telephone, public address, public information display, and closed circuit television
- Assist the SM in monitoring of alarms and response in accordance with the rulebook
- Report fault and incident reporting using mms (for failures) and QHSE tool (Maximo QHSE)

#### **2. REVENUE PROTECTION OFFICER** (September 1, 2022-March 3, 2023)

- Carry out ticket inspection to minimize fare evasion and protect revenue
- Validate ticket ( check-in and check-out )
- Assist in selling of tickets
- Report any issues and faulty equipment inside the train and station
- Provide support in degraded and emergency operation in metro

#### **3. CUSTOMER EXPERIENCE TRAIN ASSISTANT** (June 15, 2019-August 31, 2022)

- Respond and assist customers during train evacuation
- Do manual driving of train
- Perform manual public announcement inside train in case of faulty auto PA
- Reporting any issues and abnormalities inside the train and tracks

- Conduct line sweeping to ensure safe train movement prior to revenue hours
- Conduct clearance of train for removal

**4. CUSTOMER EXPERIENCE AGENT** (December 29, 2018-June 14, 2022)

- Assist customers that are travelling and using Doha Metro
- Ensure safety and security of customers
- Reporting any issues and faulty equipment in the station
- Handle feedback , complaints and record lost items in the station
- Coordinate with team leader and station master to achieve smooth operation in the station

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**LOGISTICS OFFICER / CUSTOMER SERVICE, BD Motorsports Car, Saudi Arabia**

June 2016 – June 2018

- Check and track status of shipment - inbound and outbound (local and international)
- Coordinate with company and courier for required documents of the shipment
- Responsible for all documentation management (receiving/delivery/inventory/shipping charges)
- Provide feedback and follow up clients by call/email regarding shipment
- Monitor and record receiving of shipment and outgoing shipment
- Monitor and update inventory of company stock

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**CUSTOMER SERVICE ASSOCIATE / DATA ENTRY STAFF, Qatar National Import and**

Export, Doha, Qatar

September 2012 – September 2014

- Responsible for the full logistics process from receipt to delivery of items:
- Responsible on receiving shipment by land and sea port
- Assist on shipping of orders
- Responsible for all documentation management ( receiving/ delivery/ promotion/ transfers/ replenishment / manual put-away / offloading charges )
- Assist on handling promotion of stock as per request by sales dept/category manager
- Coordinate with different departments regarding issues concerning with logistics (IT/ Procurement / Inventory / Sales)

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**TECHNICAL SUPPORT REPRESENTATIVE (SONY), HINDUJA Global Solutions Limited,**

Quezon City, Philippines

October 2007- February 2010

- Assist customer with basic trouble shooting steps
- Walk through customer in navigating unit functions
- Provide service or repair options
- Educate customer about the features of the product
- Assist customer in placing orders

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## **INBOUND SALES REPRESENTATIVE (SPRINT/NEXTEL ACCOUNT), NCO Group**

Manila, Quezon City, Philippines

August 2006- August 2007

- Up sell wireless products and other services
- Offer the most convenient plan and services to the customers
- Educate the customers about the benefits and advantages of the promotions
- Probe on the customer's need and provide the best option

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### **EDUCATION**

#### ***Post Secondary Education***

#### **INSTRUMENTATION AND PROCESS**

#### **CONTROL TECHNOLOGY**

Meralco Foundation Institute

Pasig City, Philippines

2002 – 2005

#### ***High School Education***

Luis Palad National High School

Tayabas, Quezon, Philippines

1998-2002

- Graduated as 3rd Honorable Mention
- Vice President of Student Council
- Champion Filipino Quiz Bee – Division Level

### **SKILLS**

- Knowledgeable in SCADA, BACS, FACP and ATS
- Knowledgeable in warehouse management systems/ system application product (WMS/ SAP) Knowledgeable in Customer Management and Logistics operation.
- Can use office application (Word, Excel, Outlook and Power Point)
- Has good oral and written communication skills

### **CHARACTER REFERENCES**

#### **Jocelyn Munoz**

*Senior Station Master*

RKH Qitarat, Doha, Qatar

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#### **Marynol Barker**

*Senior Station Master*

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