



Career Objective

Reaching full potential with my ability and solid front-line experience to better serve as a team leader of the operations department as to contribute to the company, department, community and society.

Availability: Immediate

Employment History

07/2022 to 10/2023	<p>Operations Manager, FirstBus Leicester.</p> <ul style="list-style-type: none"> ✓ Head of multiple teams within the department of Operations Sections ✓ Governing bus ridership and revenue closely and to look for opportunity to generate income (Contract Services, Rail replacement and Airport Service Operations) under the compliance of transport regulations ✓ Control of operations efficiency by overseeing different aspects of operations KPIs such as lost mileage, collision rate, safety performance management, attendance management, office management, bus fleet operations and ad hoc redeployment ✓ Governing budget model including workforce planner and day-to-day cost control ✓ Managing relationship with local authorities and parties such as City Council, Police force and other government sectors in serving the best interest for company ✓ Partner with Human Resources Representative and governing on staffing, hiring and internal team training in a highly unionized company ✓ Established in-house Standard Operating Procedures with vivid Audit experience and operating business under highly regulated environment ● Solid experience of mobilizing new service implementation and management of new bus services including East Midlands Airport Shuttle service and Aircoach (Birmingham to Leicester) service (receiving Bus Station operation from the City Council-St. Margaret Bus Station ● Solid experience of mobilizing, introducing and implementing deployment of electric vehicles to full fleet ● Constant team structure review and report execution plan to senior management aiming to increase operations efficiency and cost saving ● Ad hoc tasks and side projects assigned by superior such as events planning and execution e.g. Bus Safety Scheme, Travel Shop Operations Review and Office Staff Training Scheme
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9/2020 to 04/2022	<p>Manager, Operations, The Kowloon Motor Bus Co.(1933) Ltd.</p> <ul style="list-style-type: none"> ✓ Head of multiple teams within the department of Operations Sections ✓ Governing bus ridership and revenue closely and to look for opportunity to generate income(Strategic routes and recreational routes planning) ✓ Control of operations efficiency by overseeing different aspects of operations KPIs such as lost trips rates, attendance management, office management, bus fleet operations and redeployment ✓ Managing relationship with the authorities and parties such as Transport Department, District council members, Police force and other government sectors in serving the best interest for company ● Working closely with Human Resources Department on staffing, hiring and training ● Solid experience of managing and receiving new Bus Terminus/Public Transport Interchange and Bus-Bus Interchange
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01/2019 to 8/2020

- **Conduct organization structure review and report execution plan to senior management**
- **Ad hoc tasks and side projects assigned by superior such as events planning and execution e.g. Bus Safety enhancement scheme, Monthly pass and Sectional Fare promotion scheme**
- **Founder and organizer of frontline staff team training program including Terminus Supervisor and Inspector team**
- **Setting up attendance monitoring mechanisms and working guidelines for Bus Captains and other frontline staff**

Assistant Manager, Operations, The Kowloon Motor Bus Co.(1933) Ltd.

- ✓ **Support to manager to supervise Operations Sections to govern bus ridership and revenue closely and to look for opportunity to generate income(New routes)**
- ✓ **Working closely with multiple departments to man and initiate Bus Operations projects e.g. Bus Tourist Scheme**
- ✓ **Managing relationship with Transport Department, District council members, Police force, variety of private contractors and other government sectors in serving the best interest for company**
- ✓ **Establishing new frontline staff appraisal mechanism to enhance working efficiency**
- ✓ **Establishing Bus Captains Roster and frontline staff posting policy for Operations Sections**
- **Initiate Gantt plans and policies that aligned with company policies for teams under my management to execute**
- **Leading teams of operations such as Bus Fleet, Terminus supervisors, Inspectorate team and Duty dispatching office to execute KMB policies and plans as to perfecting bus fleet operation in every aspects**
- **Ad hoc tasks and side projects assigned by superior such as events planning and execution e.g. Safety Carnival, Renovation of Radio Control Section**
- **Establishment of Redeployment Working Station to fully utilize depot resources**
- **Branding KMB Special Routes e.g. Hong Kong Coliseum and Ching Ming Outlet**

08/2017 to 12/2018

Operations Officer, The Kowloon Motor Bus Co.(1933) Ltd.

- ✓ **As a middle management to monitor bus ridership and revenue closely and to look for opportunity to generate income(New routes)**
- ✓ **Working closely with Administration officer to initiate new monitoring system such as hourly rated Bus captains management and addressing illegal parking issues**
- ✓ **Liase with Transport Department, District council members, Police force, variety of private contractors and other government sectors in serving the best interest for KMB**
- ✓ **Establishing new execution system for administration and frontline to implement festive/public events**
- **Initiate plans and policies that aligned with company policies for teams under my management to execute**
- **Leading teams of operations such as Bus Fleet, Terminus supervisors, Inspectorate team and Duty dispatching office to execute KMB policies and plans as to perfecting bus fleet operation in every aspects**
- **Ad hoc tasks and side projects assigned by superior such as events planning and execution and new batch of inspectors uniform changeover**
- **Working closely with other departments to initiate safety plans and policies regarding safety issue**

08/2010 to 07/2017

Duties

Senior Inspector, Kowloon Motor Bus Limited

<p style="text-align: center;">& Achievements</p> <p>07/2009-08/2010</p> <p style="text-align: center;">Duties & Achievements</p> <p>12/2008-03/2009</p>	<ul style="list-style-type: none"> ✓ As a Deputy Chief, managing a team of inspectors in response to emergency calls and other tasks assigned by operation department ✓ Providing on job training and as mentor to inspectors to better serve KMB ✓ Liaise with public sectors, district council members, police force, variety of private contractors and other government sectors in serving the best interest for KMB ● Leading the team of inspectors to execute KMB policies and plans as to perfecting bus fleet operation in every aspects ● Being the support and showing directions to inspectors on managing team of bus terminus supervisors and bus fleet <p>Animal rescue inspector, Society for the prevention of cruelty to animals</p> <ul style="list-style-type: none"> ✓ Performing rescue calls, incidents and ad hoc tasks with critical reasoning and decisive manners ● Responding rescues and emergency calls with decisive and critical reasoning ● Liaison with public sectors, police force, fire department and other government sectors <p>Marketing Assistant, Medical technology limited - Executing marketing strategies, organizing seminars and events, in charge of logistics, Ad hoc tasks assigned by manager</p>
<p>09/2006-09/2007</p> <p style="text-align: center;">Duties & Achievements</p>	<p>Junior Waiter, Bar Tender Cipriani Hong Kong (Club House)</p> <ul style="list-style-type: none"> ✓ To provide detail-oriented and professional services to both external and internal customers(colleagues, back office and managers) ✓ Communicate with customers effectively and maintain a long-term relationship with members ● To serve the guests, take orders, introduce the menu and handle complaints
<p>09/2004-09/2006 (Part time Job)</p> <p style="text-align: center;">Duties & Achievements</p>	<p>Trainer and Senior Waiter, Satay King.</p> <ul style="list-style-type: none"> ✓ Responsible to execute the orientation program and provide entry and middle level of training (Basic knowledge of ISO 9001 & 5S) ✓ Playing the team leader role as to supervising, solving problems, allocating tasks and performing other ad hoc tasks assigned by manager ● To serve the guests, take orders, introduce the menu and handle complaints

Professional Qualification

- CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (TMCP)
- Affiliate Member of the Chartered Institute of Logistics and Transport in United Kingdom
- Affiliate Member of the Chartered Institute of Logistics and Transport in Hong Kong
- Member of Royal Town Planning Institute

Education

2020-2022	<p>The University of Hong Kong -<i>Master of Arts in Transport Policy and Planning</i></p> <ul style="list-style-type: none"> ● Dissertation on Utilization of Artificial Intelligence in Autonomous Driving in the Bus Industry – A Case Study in Hong Kong
2007-2008	<p>University of South Australia -<i>Bachelor of Tourism and Hospitality Management</i></p> <ul style="list-style-type: none"> ✓ Being a group leader, gained the experience on work allocation, negotiation and decision-making ✓ Acquired Highest grading in group projects e.g. Sport & Event management, CEBM, Marketing, Tourism: Food, Wine and Festivals, Strategic Management
2003-2006	<p>Hong Kong Baptist University</p> <ul style="list-style-type: none"> ● Associate degree Concentration in Psychology
2002-2003	<p>Kwun Tong Maryknoll Evening College</p> <ul style="list-style-type: none"> ● HKAL

2001-2002	Yui Chun Keung Memorial College ● Form Six
2000-2001	Kwun Tong Maryknoll Evening College ● HKCEE
1995-2000	Tang King Po School ● HKCEE

Extra-curricular Activities

2011 to 2022	Volunteer animal rescue inspector, Society for the prevention of cruelty to animals ● Performing rescue calls and promoting animal welfare
2003-2005 Duties & Achievements	President, Altar Server Association of Rosary Church, Kowloon ● Organizing and coordinating varieties of activities. (pre-event planning, rehearsal and event execution) ✓ Experience of collaboration with societies and groups ✓ Working with different kind of people from laymen to professionals
2001-2002	Treasurer, Altar Server Association of Rosary Church, Kowloon ● Bring up and Execute the annual Financial plan, Preparing Financial Reports

Operation System and Application Software:

- *Windows operation system*, MS products: MS Office, MS Excel, MS PowerPoint, Chinese Word Processing

Language Skills

Chinese (Written and Verbal)-Excellent, **English (Written and Verbal)**-Good, **Mandarin(Verbal)**-Fair