# **Jonathan Nellist**

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# **Skills**

* Business Continuity
* Network coordination/control
* Time Management
* Operation Procedure implementation and improvement
* Operations Management
* Manpower management
* Customer Service
* Leadership and motivation
* Teamwork

# **Experience**

## **Surface Mobility Consultants, Technical Operations Supervisor**

## **June 2020 to present.**

As Technical Operations Supervisor I am responsible for the supervision of the Supply, Install and Rehabilitate Traffic Signal Systems in the Abu Dhabi and Al Dhafra Region.

* Responsible for Supervision of Contractor works related to the contract.
* Liaison with Client and Contractor to ensure that required works are carried out to the correct standard.
* On site Intelligent Transport Systems (ITS) activities relating to traffic signal rehabilitation works and system upgrades.
* Responsible for reviewing Contractor and Client documentation and approvals.
* Responsible for the preparation of Daily and weekly reports for submission to the client.

## **Transpo Group Ltd, Consultant Operations Supervisor**

## **March 2011 to January 2020**

As Consultant Operations Supervisor I was responsible for the Management of the Abu Dhabi Traffic Management Centre ensuring optimized traffic movement and the effective management of incidents and events. I oversaw the modernization of the Centre to a multi-modal hub for operational control.

* Overall responsibility for the day-to-day management of the Abu Dhabi Department of Transport 24/7 TMC.
* Responsible for the development, implementation and improvement of operational procedures.
* Assist in the development and implementation of incident response plans.
* Internal and external customer liaison.
* Customer complaint investigation and resolution.
* Develop and preparation of monthly and quarterly operations report.
* Streamline operations.
* Manage projects, customers and personnel.
* Training and mentoring of personnel from both Transpo and internal customers.
* Attend internal and external customer meetings and represent Transpo on project assignments.
* Prepare proposals (method statements / scopes of work)
* Provide oversight, quality control and quality assurance review for project work.
* Coordinate and liaise with emergency management services and Police.
* Coordinate with internal and external customers for event planning and incident management.
* Responsible for large-scale and international event management.

## **Amey Ltd, Customer Service Manager**

## **April 2007 to March 2011**

As Customer Service Manager I was responsible for the implementation and management of the Operational Control Room (OCR) dealing with emergency incidents and defects on the Transport for London (TfL) and Hampshire County Council Road Network. Established the OCR as the organizational hub for operational control and customer services in the UK by securing additional contracts.

* Responsible for the day-to-day management of the 24x7 OCR and 10 staff.
* Responsible for 24x7 Incident Response Units and Operatives.
* Responsible for ensuring validity of information for client asset inventory management system.
* Internal and external customer liaison.
* Customer complaint investigation and resolution.
* Direct responsibility for the identification and escalation of emergency incidents.
* Responsible for the training and development of OCR staff.
* Management of Operatives to minimize congestion and impact on the road network.
* Initiated and tested OCR Business Continuity Plan.
* Responsible for the preparation of Monthly Operations and KPI Reports.
* Responsible for ensuring the accurate and efficient communication of information to customers (Incident Response Unit crews, Management, TfL and emergency services).
* Responsible for Incident Response Unit logistics, ensuring response to incidents within contractual time limits.
* ‘Near Miss’ Champion responsible for promotion and investigation of all health and safety incidents for all Amey Ltd Operations and Maintenance contracts in the UK.
* Responsible for ensuring that the correct safety measures were taken during the winter maintenance period for external customers.
* Responsible for ensuring that ‘hot’ and ‘cold’ debriefs for major incidents were carried out with external customer representatives.

## **Transport for London, Traffic Control Centre Operator**

## **December 2003 to April 2007**

As LTCC Operator I was responsible for liaising with customers including emergency services and the media to ensure that ‘real time’ information was delivered to all road users on any potential incidents and congestion on the TfL Road Network.

* Collating data received by LTCC from sources and checking for accuracy before entering on London Traffic information System.
* Collating and assessing data received from customer sources.
* Responsible for ensuring the accuracy of data entered on real-time information systems.
* Liaising with internal and external customers.
* Compiling daily, weekly and monthly reports for senior management.
* Responsible for updating media customers with real time information.

## **Transport for London, Technical Support Manager**

## **July 2000 to December 2003**

As Technical Support Manager I was responsible for a team providing support to the Chief Engineer for Thames Tunnels and for ensuring the drafting of required Traffic Orders for works taking place in South East London.

* Headed the Technical Support team for the Thames Tunnels.
* Responsible for all customer enquiries.
* Processing Temporary & Permanent Traffic Orders and providing technical support for the team.

## **Highways Agency, Executive Officer (Network Services) December 1999 to July 2000**

## **Highways Agency, Admin Officer (Contracts & Claims) March 1995 to December 1999**

# **Education**

## **University of Teesside** **1992 to 1993**

HND Business & Finance

## **Queen Elizabeth Grammar School** **1988 to 1992**

A-level

GCSE

# **Training & Certification**

* MS Office applications
* Customer Service Training
* Split Cycle and Offset Optimization Technique (SCOOT – traffic signal management system)
* AESYS (Variable Message Sign control system)
* WANCO & DataSign (Portable Variable Message Sign Systems – remotely & in field)
* IMS (Information Management System - vehicle tracking application)
* AIMS (Asset Inventory Management System)
* CCTV (fully versed in use of CCTV systems)

# **References**

**Professional**

* Tim Piper – Clients Director, Stantec
* (+971) 055 376 3890
* Hadi Jammal – Director, Surface Mobility Ltd
* (+971) 056 610 5303
* Alan Johnson – Programme Manager, Transport for London
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