

# Sevan COLLOT

31 years old, French nationality

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<b>Job position</b>	Crowd Management Expert for the FIFA World Cup 2022		
<b>Education</b>	Ecole des Ingénieurs de la ville de Paris (EIVP), Urban Engineering Degree, 2012-2015, Paris (France) Ecole des Ponts ParisTech, Design Thinking, 2014, Champs-sur-Marne (France)		
<b>Languages</b>	French	★★★★★	
	English	★★★★☆	
	Spanish	★★★☆☆	
	Arabic	★★★☆☆	
<b>Job accreditation</b>	CSCS (Construction Skills Certification Scheme), London, 2016		

## PROFILE

- CROWD MANAGEMENT
- CUSTOMER EXPERIENCE
- TRANSFORMATION PLAN
- PROJECT MANAGEMENT
- METRO, TRAMWAY, BUS
- MOBILISATION
- TRAIN THE TRAINER
- STAFF MANAGEMENT

## Qatar Rail – Crowd Management Expert for the FIFA World Cup 2022 - Qatar

Sept 2022 – December 2022 (4months)

### Before the FIFA World Cup 2022

- In charge of the Governance and the communication process for the external queue
- Define the operational process with FIFA stadium staff, police, and emergency services
- Define the flow rates to implement per queue/stations and the different queue configuration
- Estimation of the staff needed per queue per shift
- Queue staff documentation (training material, induction, briefing, handover, takeover)
- Lead the practical exercises for the external queue staff

### During the FIFA World Cup 2022

Queue Manager based in the Command Suite:

- Per shift, managing 90 Queue Lead and 600 Queue Support
- Decision maker regarding the flow rates to implement per queue to bump in the station
- Assist the queue staff to deal with unexpected or emergency issues
- Monitoring the full network, Metro & Tram, through CCTV (platform, external queue, lifts...)

## **RATPdev – Head of Transformation Plan - Sightseeing Business Unit – Paris, France**

2020 – 2022 (2years)

Leading the Transformation plan for the Sightseeing in Paris, London, Bath, Cardiff & Bristol and supporting the Brussels opening

- Member of the Sightseeing Business Unit Executive Committee
- Lead the Transformation Plan Steering Committee with all Workflow leaders
- Coordinate and follow the workflow progress with all Managing Directors
- PMO based in London for the launch of an additional Sightseeing bus line (1 month)
- Managing Director's support based in Brussels for the opening of Tootbus Brussels (2months)
- Responsible for internal Sightseeing communications and newsletters

## **RKH Qatarat – Mobilisation Program Manager - Doha Metro & Lusail Tram - Qatar**

2017 – 2020 (3years)

Greenfield project of 3 metro lines and 4 Tram lines. Providing my expertise in multiple aspects such as planning, reporting, crowd management, operations, and maintenance deliverables; during all the project phases (system demonstration, service demonstration, revenue service).

### **Operations Support**

- Production of "Emergency Response plan" for all stations: document to assist Emergency Services and station staff in the event of an emergency
- Assessment of Station Master before the start of Trial Running
- Station support during the World Athletics Championships Doha 2019 and FIFA Club World Cup 2019

### **Maintenance Support**

- Lead the stations and assets snag visit before the station handover
- Production of "Joint condition survey report" per station describing the list of all maintenance checks and the status of all maintenance pending works

### **Test Case Manager**

- Lead the test cases for at grade and underground stations (fire in the station, total loss of power supply...)
- Production of the test cases reports including notes & observations as well as the recommendation if the test is passed or failed

### **Technical assistance**

- Creation and management of short-term agreement process between RKH Qatarat and companies
- Manage and follow the forecast and the consumption regarding the technical assistance budget
- Responsible of the logistic for consultants (hotel, travel...)
- Negotiate corporate rates and event with hotels for RKH Qatarat consultants and employees

## **ALSTOM UK – Construction Engineer Coordinator - Crossrail Project – London UK**

2016 – 2017 (14 months)

- Follow and check the work schedules and materials estimations for planned works
- Assist the Station Manager with producing of Method Statements, Risk Assessments, and other construction documents
- Creation of drawings and planning regarding workforce and train movements in the depot and the tunnel

- Production of weekly section management meeting and safety observations
- Review with the Client and subcontractors land possession and contract conditions for planned works
- Ensure that welfare requirements for operatives are defined and implemented and that corrective action is taken as required

### **SYSTRA – Field Coordinator - Ile-de-France Division - Paris, France**

2015 (6 months)

- REX on design & built metro and tram projects ongoing in Paris Region
- Assist the management on producing standard procedures based on previous project management feedback

### **University of Nevada Las Vegas- Research Intern – Las Vegas, United States**

2014 (4 months)

- Participation in the writing of the scientific publication: “Developing Seamless Connections in the Urban Transit Network: A Look Toward High-Speed Rail Interconnectivity”

### **PERA Construction – Assistant Site Manager – Skopje, Macedonia**

2013 (3 months)

- Assist the Site Manager, monitoring and checking works delivery