

SHIBI CHANDRAN

Operations Supervisor



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Doha, Qatar

ABOUT ME

Results-driven Operations Supervisor with 15+ years of experience in logistics, supply chain, and F&B operations across Qatar, UAE, Oman, and international cruise environments. Proven track record in improving operational efficiency, reducing costs, and leading high-performing teams. Strong expertise in delivery operations, inventory control, vendor coordination, and compliance with safety and quality standards.

PROFESSIONAL EXPERIENCE

Operations Supervisor

Al Barqiya – Doha, Qatar (Jun 2020 – Present)

- Managed daily delivery operations ensuring on-time order fulfillment
- Supervised and coordinated delivery riders (attendance, scheduling, performance)
- Monitored KPIs such as delivery time, accuracy, and productivity
- Resolved customer complaints and operational delays efficiently
- Coordinated with warehouse and kitchen teams for smooth dispatch
- Improved route planning to enhance delivery efficiency

Operations Assistant Supervisor – F&B (Cruise Ship)

Global Cruises – Greece (Oct 2015 – Jun 2020)

- Supervised coordination between kitchen (galley) and service team
- Ensured timely food preparation and service delivery
- Maintained food quality, portion control, and presentation standards
- Monitored order flow for efficient operations
- Ensured hygiene, safety, and compliance standards
- Handled guest issues and improved service satisfaction

Catering Supervisor

Albert Abela – Muscat, Oman (Sep 2013 – Sep 2015)

- Managed catering logistics and procurement
- Controlled inventory and reduced operational costs
- Ensured food safety compliance and hygiene standards
- Led team training and performance improvement

Deli Supervisor

Lulu Hypermarket – Dubai, UAE (Jul 2010 – Jul 2013)

- Managed deli operations, sales tracking, and stock control
- Coordinated with suppliers for product availability
- Implemented promotions to increase customer engagement
- Trained staff on food safety standards

Apprenticeship – Hotel Management

Oberoi & Trident – Mumbai, India (Jan 2007 – Jan 2010)

- Assisted in hospitality and guest service operations
- Maintained service quality and hygiene standards

EDUCATION

- STCW Basic Safty Training & course - Maritime Mumbai
 - Diploma in Hotel Management – Kerala (2007)
 - Higher Secondary – 2005
 - Secondary – 2003
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CERTIFICATIONS

- HACCP Level I & II
 - CPR & AED – American Heart Association
 - HSE & Fire Safety Certification
 - Fire Warden Training
 - Food Safety Certification (REHIS)
 - STCW95 (Cruise Safety)
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ACHIEVEMENTS

- Health & Safety Award – Oman
 - Excellence Award – Petroleum Development of Oman
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CORE COMPETENCIES

Operations & Logistics

- Supply Chain Management
- Delivery & Fleet Operations
- Warehouse & Inventory Control
- Procurement & Vendor Management
- Route Optimization

Technical Skills

- KPI Tracking & Performance Analysis
- HSE & Safety Compliance
- Risk Management
- Quality Assurance
- Crisis Handling

Leadership Skills

- Team Supervision & Training
- Staff Scheduling & Performance Management
- Problem Solving & Decision Making
- Customer Service Excellence

LICENSES

- Qatar LMV Driving License
 - Indian LMV License (Heavy Vehicle Permit)
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LANGUAGES

- English – Fluent
- Hindi – Fluent
- Tamil – Fluent
- Malayalam – Fluent
- Arabic – Basic