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Top Skills

Organization Skills
Analytical Skills
Rail Operations

Certifications

National Professional Career Service Examination

Gabriel Mananghaya

Revenue Protection Supervisor - Doha Metro & Lusail Tram - RKH
Qatarat
Qatar

Summary

Responsible for managing and overseeing revenue protection activities within RKH Qatarat (Doha Metro and Lusail Tram). Supervise a team of revenue protection team leaders and officers or agents and ensure compliance with ticketing regulations, fare collection procedures, and revenue optimization strategies

Experience

RKH Qatarat

5 years 6 months

Revenue Protection Supervisor
May 2022 - Present (1 year 4 months)

Qatar

Responsible for overseeing and managing a team of Revenue Protection Team Leaders and Officers who are responsible for preventing revenue loss and ensuring compliance with payment policies and procedures within the organization. Most of the tasks include but are not limited to:

- Team Management
- Revenue Protection Strategies
- Compliance Monitoring
- Ticket Inspection and Fraud Detection
- Recruitment and selection of Revenue Protection Staff
- Staff Training, competence assessment, and performance management
- Reporting and Analysis
- Stakeholder Collaboration
- Technology and Process Improvement
- Production, testing, and development of Standard Operating Procedures (SOP)

Participation during the 2022 FIFA WORLD CUP

- Developed the plan and strategy for the Revenue Protection Team specifically designed for the event

- Collaborated with other departments in ensuring overall efficiency of the processes in Crisis Management/Command Suite
- Mobilized Revenue Protection Team Leaders and Officers to key Stations
- Bronze Commander at one of the seven Stadium Stations for 2022 FIFA World Cup

Fare Collection Accountant

March 2018 - May 2022 (4 years 3 months)

Doha, Qatar

Responsible in ensuring accurate and efficient accounting and financial management of fare revenues within Doha Metro and Lusail Tram. Also responsible for recording, reconciling, and analyzing fare-related transactions, developed, tested, and managed fare collection processes, while ensuring compliance with financial regulations.

Mobilization Period

- Tested Automated Fare Collection (AFC) System effectiveness
- Entrusted with the bidding and selection of contract for Cash Collection Company
- Developed and tested SOPs for Reconciliation
- Contributor on the development and testing of SOPs for AFC System and Revenue Protection
- Procurement of Revenue equipment and materials
- Prepared and organized cash and fare media rooms across Metro and Tram network

Operation Period

- Implementation of Reconciliation SOPs including process improvements
- Collaboration with third parties and stakeholders

Serco

7 years

Audit Officer

December 2016 - March 2018 (1 year 4 months)

Dubai, United Arab Emirates

Serco Dubai Metro – Finance/Revenue, Audit/Cash Management

- Ensure compliance of work instructions (Audit on Stations, Inventory Management and Cash Reconciliation) while carrying out audits

- Reconcile daily sales from all stations including car park by preparing daily summary, cash collection report, Credit Card Reconciliation Report, Fine and Preloaded Checklist
- Maintain database of all Manual sales/refunds at stations which are not done through the Ticket Office Machine (TOM), including database of Manual Refunds/NoI Complain and TVM Refunds, Rashidiya Car Park Collections, Fine Collections and coupon sales
- Reconcile all Ticket Vending Machine (TVM) and Car Park Cash Registers using the AFC Level 3 sales report, Cash Collection Company Report and Bank Report
- Identify, investigate and escalate all revenue related discrepancies to the concerned team in a timely and appropriate manner
- Keep track of any missing forms/receipts on stations and report to the concerned team for any misplaced forms in a timely and appropriate manner
- Manage all Revenue Complaint by providing valid feedback based on daily reconciliation, cash collection company report and bank report to Automatic Fare Collection system Team
- Prepare and publish Daily Stock Report in order to monitor stock levels at stations (stock includes tickets/cards/preloaded cards and coupons)
- Identify stations with low levels of stock and resolve such issues in a timely and appropriate manner
- Forecasting stock requirements and ensuring buffer stock is at stations for special events
- Making arrangements for stock deployment to and from client through Cash Collection Company to all stations
- Identify system issue and escalation thereof to the AFC Team
- Coordinate with the cash collection company to make sure complete and timely delivery of stocks in stations
- To provide support on Audit Activities on stations including physical stock/ cash float verification, and other station related investigation

Junior Audit Officer

March 2015 - December 2016 (1 year 10 months)

Dubai, United Arab Emirates

Serco Dubai Metro – Finance/Revenue, Audit/Cash Management

- Ensure that all the revenue operational work instructions have been complied with throughout the year at stations on consistent basis
- Daily checking and reviewing of Station Agent Shift form/Cash Collection form/Station Day End Revenue Report/Manual Refund Form/Cash Float

Form and Surplus/Loss form at stations in order to avoid any discrepancies or shortages of cash/inventory

- Ensure Station Agent shift form have all the valid supporting documents/ reports attached. Report any fake supporting documents/reports or abnormality instantly to the senior audit officer for prompt action
- Prepare and Submit Agent Wise Shift Reconciliation for all operators to Senior audit Officers
- Visit Ticket Office/Revenue and Safe Deposit Room as per Audit Plan
- Identify and investigate any fraudulent/suspicious activities at stations during visits to Ticket Office and RSD
- Comply with the surplus and loss procedure and submit all the required documents after due verification with senior Audit Officers on a timely basis. Verification process will include comparison of sales, collection, manual refunds and credit card with system generated data
- Provide assistance in stock management by doing internal movement of stock as and when required
- Arranging and keeping records of all revenue forms/reports chronologically for Audit purposes in the depot
- Update Senior Audit Officers regarding any critical issues on stations in monthly meetings through formal presentations which include statistical analysis, graphs and tables.
- Perform monthly cash float and stock verification at station level to ensure the completeness of cash and stock
- Prepare Internal Control Memorandum at the end of each month highlighting the major issues which were identified during audit at each station
- Perform and carry out other duties as instructed / directed by the Audit Officers and Senior Audit Officer

Competent Member of Staff - Station Agent

April 2011 - March 2015 (4 years)

Dubai, United Arab Emirates

- Monitor and maintain station operational status and to ensure the safety and comfort of passenger movement within the station premises.
- Provide ticket sales, train services information and respond to passenger enquiries
- Distribute publicity materials and handle lost property
- Assist passenger with special accessibility needs
- Meet and greet customers and provide a highly visible and proactive level of customer service
- Perform shift and emergency duties when required

- Perform and carry other duties as instructed/directed by the station master, lead station master.
- Provide safe, reliable, convenient and comfortable metro journeys to the users of Dubai Metro railway if and when necessary
- When dealing with customers of the Dubai Metro, ensure that matters are handled tactfully and sensitively as appropriate and strictly follow the guidelines, procedures and instructions of the organizations
- Comply fully with procedures and instructions instructed as part of the certified training and instructions
- Render all possible assistance to customers, in particular those with special accessibility needs
- Awareness of the Integrated Management System and the content of the Environment, Quality, Health & Safety and Information Security Policy statements
- Understanding of personal responsibilities and contribution to achieving compliance with the Integrated Management System requirements

Bank of the Philippine Islands (BPI)

3 years

Courier Management Officer

October 2010 - March 2011 (6 months)

NCR - National Capital Region, Philippines

Production 1 Department – Statement Center

- Daily receiving/extraction of courier's report for their services and uploads to the unit's database; respond to the external client's complaints with regards to the product report of the courier.
- Monthly reporting to the external clients for the summary of delivery reports of their product based on the consolidated courier's reports; monitors the undelivered products with accurate reasons and coordinates with the couriers for necessary actions.

Admin-Accounting Officer / Financial Analyst

June 2008 - October 2010 (2 years 5 months)

NCR - National Capital Region, Philippines

Centralized Accounting and Administration Department

- Daily preparation of cash flow projection and bank/book reconciliation on the company; monitoring of company's asset, liability, income, and expense accounts; prepares accounting entries to adjust float items; process payments of intercompany payables and other utility expenditures.

- Monthly preparation of accruals and operational expense report; month end accounting entries and board adjustments; inter-company report on payables and receivables; proof and verification report(MPVR); Financial Statement of the company; monthly report for computation of company's tax remittance; report for computation and processing of service fees and reimbursable to internal clients; assist in preparation of income and expense variance report as requirement for internal audit; requisition and monitoring of office supplies.
- Quarterly preparation of accounts receivable aging report as requirement for Securities and Exchange Commission (SEC).
- Annually prepares year end accounting entries and assist in year-end closing of company's book; handles renewal of company's business permit to city government.
- Secondary custodian of company's confidential documents.
- Coordinates with the agency with regards to the contract/renewal/changes of security and janitorial services of the company.
- Provides reports/billing for internal and external clients for the services rendered by the company.

Sales Executive

April 2008 - June 2008 (3 months)

NCR - National Capital Region, Philippines

BPI Family Express Cards/Loans:

- Selling credit cards and loans to prospect clients via telephone/e-mail/face to face
- Distributing leaflets/brochures at assigned location/s
- Responding to e-mails/telephone inquiries from clients
- Represents the bank and products at mall events and exhibits
- Liaising with other departments for verification and processing concerns
- Weekly reporting/meeting with other sales executives and sales manager

Education

Divine Word College of San Jose

Accountancy, Bachelor of Science in (Commerce) Accountancy · (2004 - 2008)