



PROFILE

Date of Birth : January 1, 1979
Place of Birth : Jolo, Sulu, Philippines
Marital Status : Married
Religion : Islam
Nationality : Filipino
Passport Number : P6210041B
Visa Status : Wife visa

CONTACT

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HOBBIES

Playing Basket Ball
DYI
Internet Browsing

OBJECTIVE

To render service, any field of work in a reputable company where I can utilize my skills and experience. Learn, develop and grow. Looking forward for the increasing contribution to the affairs of company goals with all my best.

BENHAMIR I. IBRAHIM

EDUCATION

ZAMBOANGA A.E. COLLEGES

1997 - 2001
Bachelor of Science in Computer Science
Graduated April 30, 2001

ZAMBOANGA CITY HIGH SCHOOL (MAIN)

1992 - 1997
Graduated March 31, 1997

SILANGKAN ELEMENTARY SCHOOL

1985 - 1992
Graduated March 25, 1992

WORK EXPERIENCE

Road and Transport Authority (RTA), Dubai U.A.E.
Technical Transport System Operator
December 19,2015 to October,18,2022

Duties & Responsibilities

- Coordinate and escalate any issues to the Manager, Director, and other Concern Department in RTA and the entire Vendor as well.
- Coordinate and Report to the Central System in Germany concerning any issues of Bus INIT AVM system.
- Analyze and investigate the customer complaint in CRM cases on fare disputes, using the octopus system.
- Answer and reply to any queries by phone and email.
- Monitor the activities happening in Wojhati App.
- Monitor and process the Masar System, (Camera System for Fine)
- Monitor and report any issues in the System of Real Time Passenger Information (RTPI) in all Bus shelter in Dubai
- Monitor and escalate any issues of the Ticket Vending Machine (TVM) all over Dubai.

Aswaaq Supermarket Dubai U.A.E.
Supervisor
August 22, 2012, to April 10, 2015.

Duties and Responsibilities

- Monitor, Motivate, empower staff, and redress their requirements.
- Ensure to have an appropriate and adequate assortment of items in terms of quantity, quality and price range.
- Control stock and adjust accordingly by monitoring purchase orders and sales.
- Ensure the adequate implementation of Municipality & Hygiene standards.
- Attending to customer queries and needs.
- Make sure that the linear display reflects the sales figures.
- Plan and negotiate promotions frequently in order to get the best deals.
- Receiving items in the absence of a receiver.
- Checking and posting invoices using Microsoft Navision.
- Dealing Fruits & Vegetable Quotation with Suppliers on a weekly basis.

Union Co-operative Society, Dubai, U.A.E
Data Entry/Checking Clerk
September 8, 2003, to July 19 2012

Duties and Responsibilities

- Managing the Payroll/Time Attendance of the Staff using smart system 3000.
- Reporting and coordinating with the Branch Manager for daily Issues.
- Sending and receiving Mail from/to the Head Office and Inter-Branches
- Preparing and Receiving orders using the JDE system.
- Checking and Posting invoices using JDE system.
- Forwarding the Daily Invoices to the Account Department.
- Fixing any problem happening in the cash counter machine.
- Preparing the Daily Basis Sales.
- Updating the Daily Revise price in the system to the POS.

SKILLS

- Computer literate, dynamic, enthusiastic and mature with a team spirit
- Multi-Tasking, Flexible, Hardworking and Good Team player
- Ability to work under pressure and meet deadlines.
- Having knowledge in JDEdward system, smart system 3000
- Having knowledge in MS Office Excel, Word, Power point, Outlook and Microsoft Navision system.
- Having knowledge in Bus INIT AVM system, Octopus system, Masar System, CRM system.