



# Muna Abu Baker

IT Engineer –personal assistant



## Contact

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## Professional Summary

- Experienced with over 8 years of experience in administration and office assistance, project specialist, team management, customer service, IT training. Excellent reputation for resolving problems. Motivated always to learn and gain new skills.



## Education

2014

- Bachelor of Engineering: Information Technology Engineering**

Damascus University - Damascus -Syria

2018



## Certificate: Leadership Certificate

Aviation Collage - Dubai

## Accomplishments

- Winning **ACE Awards** Dubai airports–Dubai.
- 5+ Najem awards** from Emirates airlines in recognition of best customer (VIPs) service, high performance and incredible achievements during flights crises.



## Work History

2015-08 -  
2020-09

- Senior Airport Service Agent (Supervisor)**

**Emirates Airlines, Dubai, UAE**

**Operational, administrative & Customer Satisfaction experience**

- Supervisor in First & Business Class** at the airport, managing a team of 35-52 staff.
- Provide weekly reports and metrics data to management on flights and passengers details.
- Sustained VIP's customer service & achieved their needs.

### Project specialist :

- Collaborated with management, business development team and IT team to implement new user's system.
- Tracked, monitored, maintained and reconciled data and



## Skills

### Focused



### Quick Learner



### Stress Management



### Teaching & training



### Team Player



### Organized & Accountable



### Public relations



### Good communication and interpersonal skills



information, generating monthly reports for engineering teams. Delivering a system training for all Emirates staff.

- **Coordinating** daily operational, safety and security **meetings** to maintain optimal controls.

2016-2019

● **Marketing manager assistant- PA**

**Sony & Etisalat (part time), Dubai, UAE**

- Coordinate with Brand Manager in developing marketing plan
- Conduct marketing campaigns and trade shows to promote brand awareness among consumers.
- Assist in designing and developing marketing collaterals and promotional materials.
- Maintain customer relationship programs and track customer satisfaction.
- Cooperate with the management in the development of marketing program
- Collaborate with Advertising Manager to initiate new consumer promotion campaigns and to develop consumer engagement plans.
- Generate sales and marketing reports to management when needed.

2015-3  
2015-7

● **Application Instructor**

**New Horizons, Dubai, UAE**

- Plan and prepare teaching activities Teach IT related courses.

2010-01 -  
2011-02

● **Personal Assistance**

**Byblos Bank, Damascus, Syria**

- Maintain and strengthen customer engagement
- Assist customers with bank enquiries & resolution of issues.

# Cover Letter

Dear Sir/Madam,

As an Information Technology engineer with high-level flight operations management and experience in the IT industry, I learned that the best way to achieve success was to motivate the resources I had with well-defined objectives and empowerment. Over the past years, I have worked in many organizations that added a lot to my experience and knowledge.

I appreciate this opportunity to discuss the position and my candidacy with you. My experience as Senior Airport Service Agent in First & Business class department helped me to further develop my organizational and communication skills. At Emirates we focus on pleasing our customers through our services. Providing the best service is our differentiation as a company.

I always focus on solving the problems of my customers professionally and absorb them if they have any complaints. Quality of work is the core of our business. I also joined the business and development team in Emirates, for new system implementation & testing, one of my responsibilities was taking care of the testing part on the new system and giving the feedback to IT team for any enhancements needed, also demonstrating the training for the airport staff was part of my job with efficiency, and professionalism. Punctuality, quality of service and effectiveness in solving problems are my core values.

Moreover, managing the flight operations especially at disruption times was one of the strongest challenges which enrich my knowledge and skills. I believe I will be a good fit because I am a responsible person, self-motivated, patient, highly organized, and efficient.

Thus, I have gained a range of skills that will help me contribute to this position. I have experience in IT, flight operations management, customer service and networks. My different range of skills will enable me to support the company team and customers. I'm a dynamic, and action-oriented who can break through fixed ways of thinking. I am looking forward to hearing from you! Please feel free to contact me if you need any clarifications. Thank you for your time and assistance.

Sincerely,

Muna Abu Baker