

MOTIVATION STATEMENT

Dear Sir/Madam,

With 12 years of experience in the UN system, including 7 years in administrative services and support, I bring a strong understanding of the technical, administrative, financial, and logistical aspects critical for seamless project execution. My bachelor's degree in Telecommunication Engineering, coupled with expertise in program management, procurement, HR, and logistics, positions me as a strong candidate for this role.

Since 2018, I have served as an Administrative Assistant at the Office for Syria in Geneva, where I coordinated large high-level meetings and logistical arrangements for the Syrian Committees, Women's Advisory Board, and Civil Society Support Room. This involved organizing in-person, hybrid, and online meetings for UN officials and diplomats.

A key achievement was supporting the Syrian Committee meetings, including managing invitations for over 300 officials, securing venues, arranging interpretation and translation, processing verbatim records, and providing hospitality. I also facilitated travel for over 100 officials, coordinating flights, visas, accommodation, and transportation while ensuring compliance with Umoja workflows. Beyond meeting coordination, I provide general office support, including procurement, office supplies and services, and data analysis for budget reports. Known for my organizational skills, reliability, and ability to perform under pressure, I have successfully managed interactions with officials and diplomats from diverse backgrounds demonstrating a strong client-oriented approach, always upholding UN values, sound judgment, and gender perspectives.

As a Syrian national, I am deeply motivated to contribute to your office's mission in supporting families and communities affected by the issue of missing persons. I look forward to discussing how my skills and experience can benefit your team.

Sincerely,

Sam Mansul

LANGUAGES

Fluent in: Arabic (Mother Tongue), English **Knowledge of:** French, German

EDUCATION

Recognized 1st level degree in Telecommunications

Bachelor of computer & Communication Engineering ("الاتصالات و الكمبيوتر هندسة في بكوريوس")

The Arab International University, DAMASCUS, Syrian Arab Republic 01-Nov-2006

to 15-Feb-2012 [Conferral Date: 27-Mar-2012]

HS Diploma in Other, Other, scientific

The AIU School, DAMASCUS, Syrian Arab

Republic [Conferral date: 28-Jul-2006]

JOB REQUIREMENTS

A minimum of seven (7) years of experience in administrative services, finance, accounting, audit, human resources or related area is required. The minimum years of relevant experience is reduced to 5 for candidates who possess a first-level university degree or higher. Please explain how you meet this criterion using examples.

Yes, With over 12 years of experience in the United Nations system, including 7 years as an Administrative Assistant at the Office for Syria in Geneva, I have developed strong expertise in administrative management, finance and budget processes, and HR operations.

In my current role, I provide a wide range of administrative services, including extracting and analyzing reports for budget monitoring, procuring equipment and services for the office, and ensuring compliance with UN policies and procedures. Additionally, I have managed end-of-service processes for staff members and facilitated the onboarding of new personnel, guiding them through HR-related rules, workflows, and systems. These experiences have strengthened my ability to deliver efficient, client-oriented support while adherence to organizational values.

Experience in organizing large meetings and workshops and engaging and arranging travel with participants is required. Please explain how you meet this criterion using examples.

Yes, I have experience organizing large meetings and managing travel arrangements. At Syria Office in Geneva, I coordinated high-profile diplomatic meetings, including those for the Syrian Committees, Women's Advisory Board, and Civil Society Support Room. This involved handling invitations, venue setup, access, and logistical and technical arrangements. I engaged with UN officials, government representatives, and diplomats to ensure smooth coordination. I supported arranging travel, including booking flights, accommodations, and transportation while adhering to UN policies and budget constraints. I also facilitated visa processes, prepared documentation, and coordinated with relevant authorities. Additionally, I provided on-site support, troubleshooting logistical issues in real-time to ensure seamless execution.

My strong organizational skills, ability to manage logistics, and communicate effectively have enabled me to successfully support largescale UN events.

Experience with Enterprise Resource Planning (ERP) systems, such as UMOJA, in requisitioning is desirable. Please explain how you meet this criterion using examples.

Yes, I have experience using Umoja for requisitioning and travel management in my role as an Administrative Assistant at Syria Office. I have managed procurement processes, including creating shopping carts, tracking approvals, and processing service entry sheets. For example, I successfully procured 50 new laptops through a systems contract and coordinated the purchase of office furniture from local vendors, ensuring timely deliver. I regularly process invoices for office services in Umoja, such as Eldora, and Sharp

Additionally, I have used Umoja for travel arrangements, handling travel requests and expense reports. My technical proficiency with Umoja, combined with my ability to manage procurement and travel in a structured and time-sensitive environment, makes me well equipped to handle ERP-based administrative functions effectively.

Applicants for positions subject to local recruitment are required to be authorized to work in the country regardless of where they live at the time of applying for the job opening. Are you authorized to work in the duty station? Please explain below.

Yes, I am authorized to work in the duty station, as I am currently employed at the UN in Geneva and hold a valid Carte de Légitimation (CDL). A copy of my CDL is attached to my application for your reference.

EMPLOYMENT DETAILS (15.7 years of experience)

Admin Assistant G4 On Initial Appointment, Fixed term
Office for Syria (International Organization)
Supervisor: John Mark | John.M@un.org | 07676760000

23-Apr-2018 to Present
6 years, 10 months (Full Time)
Geneva, Switzerland

Duties:

- Organized and managed high-level monthly meetings and in-person conferences for UN agencies and senior officials.
- Assist in organizing all travel related requests for Syrian participants and senior officials, including visas, flights, security clearances, accommodation, and transport
- Procured office equipment, supplies, and services via Umoja and iNeed
- Managed office inventory, including equipment storage, distribution, and tracking
- Oversaw office facilities to ensure functionality
- Analysis of monthly service bills and generate reports to support budget planning and cost optimization Achievements:
- Successfully planned and organized 4 Syrian Committee conferences, hosting 300 officials and diplomats
- Assisted in travel arrangements for over 100 participants, ensuring smooth coordination
- Coordinated the VTC connection for 80+ Security Council briefings
- Procured and distributed 50 computers and 40 mobile phones to office staff

Telecommunication Assistant G4 On Initial Appointment, Fixed term
Office for Syria (International Organization)
Supervisor: Christophe Perron | Christophe.P@un.org | 009631112312355

03-Apr-2014 to 01-Mar-2018
3 years, 11 months (Full Time)
Damascus, Syrian Arab Republic

Duties:

- Provided administrative, technical, and logistical support
- Maintained section databases and website
- Analyzed and summarized materials for technical reports in procurement processes
- Generated statistical reports and produced documents to support operations
- Performed administrative tasks, including leave tracking, meeting arrangements, and budget monitoring for the section
- Assisted in the budget planning for the section by extracting reports from different database

Achievements:

- Implemented a billing system for monthly telephone bills received from vendors for 35 employees
- Led the procurement of a new VTC system for Damascus office using UN contracts - Successfully coordinated over 60 virtual meetings for the Head of Office

Telecommunication Assistant G4 On Initial Appointment, Other
UN-OJSRS (International Organization)
Supervisor: Christophe Perron | Christophe.P@un.org | 009631112312355

01-Nov-2012 to 02-Apr-2014
1 years, 5 months (Full Time)
Damascus, Syrian Arab Republic

Duties:

- Provided comprehensive administrative, technical, and logistical support
- Maintained section databases and website
- Delivered software and office equipment support, and troubleshooting issues
- Managed VTCs and audio bridges for the Head of Office, overseeing scheduling, connectivity, and maintenance
- Assisted in budget planning by extracting and analyzing financial data from multiple databases
- Supported IT procurement by compiling and summarizing technical data for decision-making
- Analyzed operational data and prepared reports for the Chief of Unit to support strategic planning.

Achievements:

- Led the installation and configuration of 70 VHF radios, enhancing communication capabilities
- Coordinated network distribution for a new office, including vendor and equipment selection - Billing data and reports analyzed for compilation tool

Telecommunication Technician Individual contractor
UNSMIS (International Organization)
Supervisor: Tim Brunno | Tim.B@un.org | 0096396555521158

26-May-2012 to 31-Oct-2012
0 years, 5 months (Full Time)
Damascus, Syrian Arab Republic

Duties:

- Managed VHF radio communications, including vehicle-mounted and handheld devices
- Supported the provision, maintenance, and optimization of the UNSMIS voice and data network
- Conducted periodic maintenance, upgrades, and troubleshooting of the UNSMIS telecommunication network
- Handled mobile service-related matters, including payments, billing, and service requests
- Provided hardware and software troubleshooting support across multiple office locations

- Coordinated with telecom and IT specialists at UNLB and UNGSC to resolve complex technical issues and implement best practices - Analyzed network performance data and prepared detailed reports for the Chief of Unit to support strategic decision-making

Achievements:

- Successfully planned, installed and configured 250 VHF radios, enhancing mission-wide communication
- Assisted in deploying VHF repeaters at multiple team sites, significantly improving radio coverage and operational efficiency

Network Technician

03-Oct-2009 to 30-Nov-2011

Communication consultation office (C. C.O) (Private Sector)

1 years, 1 months (Part Time)

Supervisor: Ali Hamdan | CCO@CCO.com | 0096394477774411

Damascus, Syrian Arab Republic

Duties:

- Assisted in the planning, design, and implementation of network infrastructures, including LAN, wireless networks, microwave links, SDH, office networks, IP phone systems, and exchanges
- Led the planning and execution of weekly maintenance schedules to optimize network performance, enhance security, and ensure system reliability
- Provided technical support and assisted in handling client complaints, troubleshooting network issues, and delivering effective solutions to improve customer satisfaction

Achievements:

- Successfully planned and deployed over 10 network infrastructures
- Implemented two long-distance internal networks, integrating microwave links to enhance communication and data transfer capabilities

Communication Technician

01-Apr-2007 to 28-Feb-2009

Ramadan's company for networking (Private Sector)

1 years, 11 months (Full Time)

Supervisor: Mohanad Saeed | Mohanad.Saeed@ramadan.com | 96395566559944880

Damascus, Syrian Arab Republic

- Assisted in the planning, design, and implementation of diverse network infrastructures, including LAN, wireless networks, microwave links, SDH, office networks, IP phones, and exchanges
- Developed fiber-optic solutions for businesses, configuring routers and switches to optimize network performance and meet specific requirements
- Installed and integrated IP telephony systems and network switches, ensuring seamless communication and connectivity - Monitored network and server performance, generating periodic reports to enhance efficiency and reliability

Achievements:

- Contributed to the successful implementation of two network infrastructures, including the complete cabling of a five-floor building
- Installed and configured over 100 IP phones, including network switches for optimal performance

REFERENCES

Salem Chames, POLITICAL AFFAIRS OFFICER, Syria Office, Worked closely with | +417669911112200 | Salem.ch@un.org

Maya Antons, SENIOR HUMAN RIGHTS OFFICER, Syria Office, Worked Closely With | +4176699111668778 | Maya.A@un.org

David Maccdlen, POLITICAL AFFAIRS OFFICER, Syria Office, +417669123324442 | David.M@un.org

BIOGRAPHICAL INFORMATION

Family name: MANSUL

Given name: SAM

Country of nationality: Syrian Arab Republic

Date of birth: 22-May-1988

Gender: Male

Contact information: SAM.MAN@GMAIL.COM | 00417669000000 (Cell)

Living location at time of application (Current Address): Rue De la Servette, 41, GENEVA, CHE Permanent

address: Rue De la Servette, 41, CHE

UNCS status: Active

Current UN type of appointment or relationship with the organization: Fixed term Roster status: No

UN Start Date of appointment: 26-May-2012

UN End date (If any): 16-January-2026