

SAM MANSUL

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ADMINISTRATIVE SUPPORT & LOGISTICS COORDINATOR

Professional Summary Placeholder: This section should be tailored to the role you are targeting and how it aligns with your skills and unique value add to the organization. It's a brief statement of intent and should not exceed more than 3-4 lines. This is where you can include your language skills: Fluent in Arabic, English; Professional knowledge of: French, German

Areas of Expertise / Leadership Expertise / Core Competencies:

Skill | Skill | Skill | Skill | Skill | Skill | Skill | Skill | Skill

PROFESSIONAL EXPERIENCE

ORGANIZATION NAME, Geneva, Switzerland

Administrative Assistant

Apr 2018 – present

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

Commented [1]: Delete: Oversaw office facilities to ensure functionality

Reason: This is vague and doesn't add much impact. If this refers to office maintenance, it can be incorporated into procurement/inventory management.

ORGANIZATION NAME, Damascus, Syrian Arab Republic

Telecommunications Assistant

Apr 2014 – Mar 2018

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

UN-OJSRS, Damascus, Syrian Arab Republic

Telecommunications Assistant

Nov 2012 – Apr 2014

- Provided comprehensive administrative, technical, and logistical support
- Delivered software and office equipment support, and troubleshooting issues
- Coordinated network distribution for a new office, including vendor and equipment selection
- Managed VTCs and audio bridges for the Head of Office, overseeing scheduling, connectivity, and maintenance
- Supported IT procurement by compiling and summarizing technical data for decision-making
- Led the installation and configuration of 70 VHF radios, enhancing communication capabilities
- Assisted in budget planning by extracting and analyzing financial data from multiple databases
- Billing data and reports analyzed for compilation tool
- Analyzed operational data and prepared reports for the Chief of Unit to support strategic planning.
- Maintained section databases and website

Commented [2]: Because this is the same role, with very similar responsibilities with the only major difference being the office in which they were performed, we will be merging these into one singular experience.

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Commented [4]: Because this is the same role, with very similar responsibilities with the only major difference being the office in which they were performed, we will be merging these into one singular experience.

UNSMIS, Damascus, Syrian Arab Republic

Telecommunication Technician

May 2012 – Oct 2012

- 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
- Provided hardware and software troubleshooting support across multiple office locations
- Handled mobile service-related matters, including payments, billing, and service requests
- Coordinated with telecom and IT specialists at UNLB and UNGSC to resolve complex technical issues and implement best practices
- Assisted in deploying VHF repeaters at multiple team sites, significantly improving radio coverage and operational efficiency
- Successfully planned, installed and configured 250 VHF radios, enhancing mission-wide communication
- Analyzed network performance data and prepared detailed reports for the Chief of Unit to support strategic decision-making

ORGANIZATION NAME, Damascus, Syrian Arab Republic

Network Technician, Communication Consultation Office

Oct 2009 – Nov 2011

- Assisted in the planning, design, and implementation of network infrastructures, including LAN, wireless networks, microwave links, SDH, office networks, IP phone systems, and exchanges
- Successfully planned and deployed over 10 network infrastructures
- 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
- Implemented two long-distance internal networks, integrating microwave links to enhance communication and data transfer capabilities

RAMADAN'S COMPANY FOR NETWORKING, Damascus, Syrian Arab Republic

Communications Technician

Apr 2007 – Feb 2009

- Assisted in the planning, design, and implementation of diverse network infrastructures, including LAN, wireless networks, microwave links, SDH, office networks, IP phones, and exchanges
- Contributed to the successful implementation of two network infrastructures, including the complete cabling of a five-floor building
- 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
- Installed and configured over 100 IP phones, including network switches for optimal performance

<u>Prior Experience:</u>	ORGANIZATION NAME, City, State or Country Role/ Title	00/0000 – 00/0000
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EDUCATION & CERTIFICATIONS		
ARAB INTERNATIONAL UNIVERSITY, Damascus, Syrian Arab Republic	BS, Computer & Communication Engineering	03/2012