

Emmanuel Don Liwag

OPERATIONS ASSISTANT

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☎ +971 50 357 7039

📍 JVT, Dubai, UAE

🌐 [LinkedIn Profile](#)

KEY SKILLS

- Assists Business Operations
- Organized & Detail-Oriented
- Teamwork & Time Management
- Effective Communication Skills
- Resilient & Customer-Centric Skills

PROFILE SUMMARY

Committed and results-driven Operations Assistant with over 3 years of working experience. I am eager to apply my knowledge and skills in a dynamic work environment where I can contribute meaningfully to team success and company goals. With a proactive mindset and a strong work ethic, I aim to be an asset by consistently putting forth my best efforts and embracing every opportunity to enhance my capabilities and further my professional development.

EDUCATION

Our Lady of Fatima University

BSBA, Major in Business Management,
Graduated 2017
Antipolo, Rizal, Philippines

FEU Institute of Technology

College of Engineering (BS Civil
Engineering), Year 2010-2014
Manila, Philippines

Date of Birth: 04 May 1993

REFERENCES

- Ms. Veronica Tuzon - Cargo Services Administrator, MacroAsia Airport Services Corporation
- Ms. Lina Laroussi - Lead Quality Supervisor Commercial, Qatar Airways Group Q.C.S.C

CERTIFICATIONS

- John Robert Powers International, Manila - Professional Training & Executive Development Program (2022)
- Qatar Airways - Aviation Security Threat Receipt (2022)
- Qatar Airways - Aircraft Cyber Security Awareness (2022)

WORK EXPERIENCES

Asiatech Development & Builders Corp (Bulacan, Philippines)

Operations Assistant

DEC 2023 - PRESENT

- Ensuring adherence to safety regulations and procedures on the construction site.
- Provides administrative and logistical support in ensuring smooth project execution.
- Scheduling inspections, coordinating meetings, and ensuring project timelines are met.

Macroasia Airport Services Corp (Pasay City, Philippines)

Cargo Equipment Operator

JUN 2023 - NOV 2023

- Professionally skilled in operating Tow tractor and Forklift to transport cargo to/from aircraft systematically. Ensures operational readiness of equipment by doing 360-check. Successful in delivering cargoes on time prior to aircraft's arrival/departure.
- Smoothly operated approximately 375 flights in a week not including holidays.

Qatar Airways (Doha, Qatar)

Customer Services Agent

SEP 2022 - MAR 2023

- Provided excellent customer service using Amadeus system. Practiced making reservations, quoting the correct fares, rules of carriage, issuance/re-issuance of tickets, and processing refunds.
- Handled 400 calls in a week issuing passengers with their respective bookings

Tech Mahindra Ltd. (Quezon City, Philippines)

Customer Support Associate

OCT 2019 - JAN 2020

- Experienced Customer Support Associate in a retail account with an optimistic demeanor for Bluestem. Progressed instrumental in processing orders and providing effective customer solutions to their queries and concerns. Proactively verifying customers' understanding of information and answer.