

# Camelia DeLuca

VIP CIP Airport Aviation Specialist

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Kingdom of Manama, Bahrain

I am Highly driven Aviation Specialist who thrives on structured, Aviation first solutions, that translates directly into Superior Airport Performance and passenger satisfaction.

My expertise is built upon the demanding foundation trained by Emirates Aviation College in managing high volume, dynamic operations. Overseeing 50+ staff daily as they navigate the spectrum of passenger needs, from high-stakes assistance from top VIP to regular guests with streamlined precision required for standard operations. The process involves much more than delegation; it is centered on empathetic guidance, ensuring every team member is equipped to balance technical accuracy with genuine compassion.

My unique leadership approach has been instrumental in dramatically proved by simplifying complex operational systems, and fostering a supportive environment where teams feel valued and empowered.

My strategic vision is now focused on aligning this proven expertise in the process optimization, and trust building directly with the goals of the Bahrain International Airport.

My role as an expertise can immediately contribute to BIA's Success, delivering measurable improvements in efficiency of VIP's and passenger experience, where trust in our systems and our people matters equally to the speed of service.

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## Achievements:

DUBAI AIRPORT CARES BRONZE AWARD 3<sup>RD</sup> Runner Champion League

Certificate of Appreciation - CIVIL AVIATION DUBAI INTERNATIONAL AIRSPACE EXIBITION

VP ADIA recognition on Crisis Assistance during runway closure with all op's requirements 0% Complaints

PREMIUM CUSTOMER CARE MABROUK BRONZE AWARD

HIGH REVENUE IN MARHABA ACHIEVED ON SUMMER HOLIDAYS REVENUE WITH OVER 100% TARGET ACHIEVED

BRONZE AWARD EMIRATES AIRLINES DUBAI RUGBY 7<sup>TH</sup> AIRSHOW EVENTS 2003

BRONZE AWARD EMIRATES AIRLINES DUBAI RUGBY 7<sup>TH</sup> AIRSHOW EVENTS 2005

CERTIFICATE OF APPRECIATION ASSISTING KUONI TOP FIFTY GROUP 2003

DUTY TRAVEL IATA INTERNATIONAL CONFERENCE BANGKOK – THAILAND

DUTY TRAVEL IATA INTERNATIONAL CONFERENCE ISTANBUL - TURKEY

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## Experience

**DNATA – Dubai International Airport, Dubai**

**(UAE) Senior Marhaba Services**

February 2000 – June 2007

- Handled Successfully Starting of **VIP's, Ex Vice President of United States Albert Al Gore**, various International Performers, **Singer Sean Paul, TV and Media passengers such George Kordani** (host of the Arabic version of Who Wants to Be a Millionaire) and many more by improving satisfaction scores by 100%.
- This multifaceted role is underpinned by meticulous planning, with all travel support, documentation processed with an outstanding 100% accuracy rate, collectively upholding **DNATA's** reputation for **World-class** operational efficiency and luxurious passenger support at one of the globe's busiest Internationally hubs.
- Processed travel and passenger support documentation with 99% accuracy.
- As a cornerstone of DNATA's Senior Marhaba Services at Dubai International Airport, this role is pivotal in delivering an unparalleled premium experience for all discerning travelers.
- Beyond Personalized Assistance, operational fluidity is ensured through expert coordination of complex multi-departments areas, consistently achieving 100% coverage to maintain seamless service delivery around the clock.
- Continuously commitment Dubai Airport Care, Dubai Civil Aviation Authority, Immigration, Dnata, Emirates and all stakeholders actively maintained and played a significant role in reducing and fostering high performance.
- Strictly adherence to both airport safety regulations and rigorous customer service standards is paramount, ensuring a secure and consistently high-quality environment.

**Abu Dhabi Airports Company, Abu Dhabi**  
**Duty Manager / Airlines & Agencies Officer / CSS**

June 2007- 2012 February

- As Duty Operational Leader, I consistently driven efficiency and uphold the Highest Standards of safety and compliance within fast-paced environments.
  - Managed shifts overseeing 25+ staff, ensuring seamless operations and unwavering adherence to established High protocols.
  - My commitment to process improvement led to the introduction of structured reporting, which demonstrably cut incident response times by a crucial 85%.
  - Furthermore, I spearheaded comprehensive training and safety awareness sessions, achieving 100% team member coverage, and actively streamlined critical communication channels between, Stakeholders, airlines, various agencies, and airport management.
  - This proactive and results-driven approach has been consistently recognized by the Highest Management, VP, Chairman of Abu Dhabi Airports Company, through maintaining above 95% compliance in rigorous safety audits, underscoring a dedication to excellence and operational integrity.
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**Nass Group & Corporation,**  
**Bahrain HR Administrator**

April 2004- Present

- In a significant achievement for HR operations, a comprehensive overhaul of employee management systems has resulted in notable improvements across several key areas.
  - By establishing coordinated HR files for over 7,000 employees, strict adherence to Bahraini labor law has been ensured, mitigating legal risks and fostering a compliant work environment.
  - This meticulous approach to documentation has also paid dividends in resolving payroll and recurring documentation issues, leading to a substantial **70% reduction in error rates** and enhancing employee trust.
  - Furthermore, the onboarding process has been significantly streamlined for more than 30 new hires, resulting in an **85% decrease in time to productivity** and a quicker integration into their roles.
  - Finally, improvements in leave and attendance tracking have elevated reporting accuracy to an impressive **98%**, providing a clearer and more reliable overview of workforce management.
  - These collective advancements underscore a commitment to operational excellence and employee welfare within the organization.
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## Holistic Fire Safety Security Services, Abu Dhabi Office Manager

October 2021- April 2018

- Providing critical operational infrastructure for a workforce exceeding 100 staff, this function was central to maintaining daily efficiency and robust compliance standards.
- A key area of impact involved standardizing previously complex office workflows, a strategic initiative that successfully reduced systemic administrative delays by an impressive 90%.
- Furthermore, meticulous oversight ensured institutional integrity, both through acting as the primary liaison for all training logistics—achieving a consistent 100% staff attendance rate—and by managing highly confidential employee records with zero reported compliance breaches.
- Complementing core duties, proactive support extended to strategic growth, where streamlined recruitment coordination efforts assisted management in accelerating the overall hiring cycle by 20%, ensuring the organization could scale its staffing needs efficiently and without unnecessary operational friction.

## Final Thoughts:

### From Elite Concierge to Operational Command: A Decade of Aviation Excellence in the UAE

The professional career trajectory detailed, spanning pivotal roles at **Dubai International Airport (DXB)** and **Abu Dhabi Airports Company (ADAC)**, showcases a rare blend of elite customer experience focus and rigorous operational leadership.

The foundation of this excellence was laid during a seven-year tenure with DNATA's Senior Marhaba Services at DXB. In this capacity, the focus was the delivery of an unparalleled premium experience for discerning travelers, including successfully handling **VIPs** such as former US Vice President Al Gore and various internationally renowned performers.

This high-stakes environment demanded absolute precision, achieving a remarkable 100% improvement in satisfaction scores and maintaining a flawless 100% accuracy rate in processing complex travel documentation. Furthermore, this role required expert multi-departmental coordination, consistently ensuring 100% coverage to maintain seamless, world-class service while upholding the highest standards of safety and stakeholder adherence between airlines, **Emirates Group**, and the **Dubai Civil Aviation Authority**.

This meticulous approach to service and compliance formed the perfect springboard for the transition to comprehensive operational management at the Abu Dhabi Airports Company as a Duty Operational Leader. Here, the focus expanded to encompass airport-wide safety governance and efficiency. Managing shifts and overseeing teams of over 25 staff, the executive consistently drove high performance and strict adherence to protocol.

The commitment to systemic rigor yielded extraordinary results, notably through the introduction of structured reporting that demonstrably cut incident response times by a crucial 85%.

Leadership in safety awareness and streamlining critical communication channels ensured 100% team member coverage and high functional fluidity. This proactive and results-driven tenure was underscored by maintaining above 95% compliance in rigorous safety audits, earning consistent recognition from ADAC's highest management and solidifying a reputation for unwavering dedication to operational integrity and security across the **UAE's** busiest international hubs.

# The Emirates Group Annual Report | 2005-2006

## Certifications:

High School Mechatronics Engineering Dacia Pitesti Romania  
ABC'S of Supervising Others  
EMIRATES COLLEDGE – MARHABA WORLD CERTIFICATION  
ADAC CUSTOMER SERVICE TRAINING PROGRAMME (CUSTOMISED)  
GROOMING & ETIQUETTE FOR CUSOMER SERVICES OFFICERS  
CERTIFICATE OF PARTICIPATION SERVICE QUALITY & DUBAI SERVICE EXCELLENCE SCHEME

## Languages:

- English Advanced
- Romanian Native
- Arabic Communication
- German Communication
- Latin Communication