

Ahmed Mahmoud

✉ ahmedmahmoud0412@gmail.com ☎ +971 522 035 476

📍 Abu Dhabi, UAE 💬 linkedin.com/in/ahmedmohamedahmedm

🔗 https://ahmedqualityops.com 🏫 Residence in (UAE and Netherlands)



Professional Summary

Results-driven hospitality and operations professional with over 10 years of experience in guest services, tourism operations, and customer satisfaction across the UAE and Egypt. Skilled in managing front-line operations, optimizing service efficiency, and ensuring smooth guest experiences. Certified Lean Six Sigma Black Belt with strong expertise in HSE compliance, ITIL-based service management, and process improvement. Seeking to contribute operational excellence and guest service experience as Guest Services Assistant Manager at SeaWorld

Work Experience

Tour Guide & Quality Improvement Project Lead, Masarra DMC (Miral)

12/2024 – Present

Abu Dhabi, UAE

- Conduct guided tours in French and English, delivering engaging cultural and historical narratives to international guests.
- Manage group logistics, coordinate transportation, and ensure guest satisfaction throughout each tour.
- Utilize BOS System and issue tickets for Otodo Homes reservations to manage bookings efficiently.
- Designed and implemented a Lean Six Sigma project titled "Maximizing Travel Desk Sales Through Strategic Agent Allocation"-analyzing sales performance data to identify the best allocation of travel desks and agents by location.
- Collaborate with operations teams to improve efficiency, track results, and support service quality initiatives.

Licensed Tour Guide (French & English), Oceanair Travels

09/2022 – 11/2024

Dubai, UAE

- Guided and managed tour groups of up to 35 guests, providing multilingual commentary and ensuring high guest engagement.
- Resolved guest concerns and ensured seamless coordination between transportation, entry tickets, and timing.
- Supported group arrivals and customer service communications for large-scale operations.

Operations Executive, WebBeds

06/2022 – 09/2022

Cairo, Egypt

- Managed booking discrepancies, refunds, and relocations by coordinating with hotels and suppliers.
- Used CRM systems (Juniper, Freshdesk) to document communications and maintain service quality.
- Oversaw inventory, ensured accurate records, and supported financial reconciliation.

Tour Leader, TUI CIS

07/2021 – 04/2022

Sharm El Sheikh, Egypt

- Led daily tour operations for groups of up to 19 people, including safaris and yacht excursions.
- Delivered engaging guest experiences through cultural storytelling and on-site coordination.

Operations Coordinator, Alnatalie Red Sea Tours 01/2020 – 06/2021
Supervised transportation logistics and fleet management for major tourism Cairo, Egypt events.
Reduced operational delays and improved scheduling efficiency.

Tourism Employee, Elmadina Tours 01/2013 – 01/2020
Designed and managed complete travel packages including accommodation, Cairo, Egypt flights, and visas.
Handled supplier relations and Umrah visa issuance using SAFA software.

Education

Bachelor of Law, Cairo University 09/2006 – 06/2010
Cairo, Egypt

Skills

Operations efficiency improvement

Tour group leadership

Process & Quality Improvement

Lean Six Sigma SOP Development Data Analysis
Continuous Improvement

Languages

Arabic (Native) French (Fluent) English (Fluent)
Russian (Basic)

Transportation and fleet management

Guest Services & Operations

Customer Relations Ticketing (BOS System, OtoLo Homes) Complaint Handling Lost & Found

Service Management (ITIL v4 Foundation)

Applying service management principles to enhance service delivery, streamline workflows, and elevate guest experience standards.

Certifications & Trainings

Lean Six Sigma Black Belt

Miral, Abu Dhabi (2025)

Certified Associate in Project Management (CAPM)

PMI (2024)

Marketing Management American Marketing Association (2025)

HSE Trainings

(Miral, Abu Dhabi): Risk Assessment, Manual Handling, Work at Height, COSHH

IATA Diplomas

Travel & Tourism Consultant
Tour Production
Sales & MICE
(2021-2025)

Licensed Tour Guide

Abu Dhabi, Dubai, Sharjah, RAK,
Louvre Abu Dhabi

First Time Leading Others

Miral Leadership Training (2025)

ITIL V4 Foundation, CompTIA ITF+

(2024)

Desert Driving Training

Emirates Driving School in Abu Dhabi