

Ahmed Mahmoud

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📍 Abu Dhabi, UAE 🌐 [linkedin.com/in/ahmedmohamedahmedm](https://www.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

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| Tour Guide & Quality Improvement Project Lead, Masarra DMC (Miral) | 12/2024 – Present
Abu Dhabi, UAE |
| <ul style="list-style-type: none">• 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 Otolo 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 |
| <ul style="list-style-type: none">• 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 |
| <ul style="list-style-type: none">• 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 |
| <ul style="list-style-type: none">• 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, <i>Alnatalie Red Sea Tours</i> <ul style="list-style-type: none"> Supervised transportation logistics and fleet management for major tourism events. Reduced operational delays and improved scheduling efficiency. 	01/2020 – 06/2021 Cairo, Egypt
Tourism Employee, <i>Elmadina Tours</i> <ul style="list-style-type: none"> Designed and managed complete travel packages including accommodation, flights, and visas. Handled supplier relations and Umrah visa issuance using SAFA software. 	01/2013 – 01/2020 Cairo, Egypt

Education

Bachelor of Law, <i>Cairo University</i>	09/2006 – 06/2010 Cairo, Egypt
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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.
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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
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