

# Ahmed Heweide

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Operations Manager | Hospitality & Property Management Expert | Client & Stakeholder Relations Professional

**Dedicated Operations Manager with over two years of experience in the hospitality industry, specializing in Hotel Property Management Systems (PMS) and client relations. Proven expertise in leading large teams, making strategic decisions, and achieving significant cost savings by developing innovative solutions. I possess strong skills in building strategic partnerships and driving revenue growth. Fluent in English and Arabic, I am committed to delivering operational excellence and exceptional service standards.**

## Experience

MARCH 2024 – PRESENT

**Operations Manager | Delta Dream | Egypt**

- **Full-Authority Strategic Leadership:** Responsible for making key decisions and setting future strategic plans for the company to ensure operational goals and sustainable growth.
- **Comprehensive Management of Operations and Properties:** Single-handedly managed all operational aspects of a project that includes **200 chalets, two hotels with a total of 42 suites and rooms**, and an Oriental grill restaurant.
- **Achieved Booking Growth and Revenue Increase:** Drove efforts that resulted in **6,396 bookings this year**, representing a **20% increase** over the previous year.
- **Achieved Significant Cost Savings by Developing an In-House Product:** Led the year-long development of an in-house Property Management System, which drastically reduced system operating costs from **900,000 EGP per quarter** to a one-time development cost of **150,000 EGP** plus annual hosting fees.
- **Budget & Financial Oversight:** Managed a seasonal operational budget (from May to early October) of **7.3 million EGP**, which covered permit costs, operational expenses, and salaries.
- **Stakeholder Relations Management:** Served as the **primary liaison with chalet owners, managing contracts to expand the company's portfolio.**

APRIL 2023 – MARCH 2024 (1 YEAR)

**Administrative Coordinator | Delta Dream | Egypt**

- Proactively engaged with clients, addressing their concerns and ensuring a positive customer experience.
- Drove efficiency by designing and implementing tailored solutions to address deficiencies across various departments.
- Managed human resources and prepared monthly reports on employee attendance.
- Facilitated effective coordination between different departments, acting as a liaison between the company and the operating entity.
- Compiled comprehensive end-of-season reports, providing insights into revenue performance and returns on investment.

APRIL 2023 – MARCH 2024 (1 YEAR)

### **Social Media Manager (Freelance) | Saudi Arabia**

- Developed and executed strategic marketing plans, including goal setting and budget allocation.
- Managed the company's accounts on TikTok, Facebook, and Instagram.
- Designed and executed advertising campaigns to increase engagement and reach.
- Analyzed campaign performance data and provided regular reports to management.

### **Skills**

Business Relationship Management • Financial Analysis & Cost Reduction • Project Management • Hotel PMS Operations • Strategic Planning • Visitor Experience • Problem-Solving • Team Leadership • Event Ticketing

## **Education**

**Bachelor of Business Administration (BBA) | Kafr El Sheikh University**

## **Certifications**

Beyond Basics: Managerial Expertise in Hotel PMS Operations • Front-End Web Development Diploma • Programming Fundamentals Diploma • Working with Difficult People • Quality Management for Operational Excellence • Scholarship at AMIDEAST