

Hazem Abdullah Gomaa

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Dammam, Saudi Arabia

Personal Information

- Date of Birth: 20/11/1986
- Place of Birth: Zagazig, Sharkia, Egypt
- Marital Status: Married
- Military Status: Completed

Academic Qualifications

- Bachelor of Commerce, Zagazig University – 2008
Grade: Good (65%)

Languages & Certifications

- English: Good (Listening, Speaking & Writing)
- Russian: Excellent (Listening, Speaking & Writing)
- ICDL – International Computer Driving License
- Online platforms: Daftra, Online invoicing systems
- Operations Management Course from Edrak.

Objective

To continuously develop and contribute effectively in a dynamic organization, utilizing my skills in operations, customer service, and financial management. I aim to grow professionally within a reputable and growth-oriented company.

Professional Experience

Operations Manager

Alsafi Car Rental – Dammam, Saudi Arabia

July 2024 – Present

- Oversee daily car rental operations across multiple branches.
- Manage vehicle allocation, and fleet utilization.
- Implement cost-control strategies and streamline procedures.
- Coordinate with corporate clients for long-term leasing and fleet solutions.
- Ensure timely maintenance and documentation of the vehicle fleet.
- Handle customer service issues and improve client satisfaction.
- Lead a team of drivers and admin staff ensuring high performance.

General Manager

Golden Rose Cars – Cairo, Egypt

Nov 2019 – June 2024

- Oversaw all aspects of company operations including rentals, sales, and fleet management.
- Built and maintained strategic partnerships with major corporate clients.
- Led team development and training programs for enhanced service delivery.
- Managed financial reports, cost analysis, and revenue growth strategies.

Operations Manager

Golden Rose Cars – Cairo, Egypt

Nov 2018 – Nov 2019

- Supervised fleet movement, maintenance, and daily operations.
- Managed client relationships and closed high-value car rental agreements.
- Coordinated billing and payment with corporate accounts.

Operations Manager

Mustang Limousine & Transport – Sharm El-Sheikh, Egypt

May 2016 – Oct 2018

- Managed daily transport operations and fleet logistics.
- Organized transportation for high-level conferences including:
 - - Economic Conference 2015
 - - National Youth Conferences (2016, 2017)
 - - African Economic & Co-operation Conference 2017
- Liaised with government and VIP entities for event transport planning.

Accountant

Mustang Limousine & Transport – Sharm El-Sheikh, Egypt

July 2013 – May 2016

- Handled daily accounting operations, reconciliations, and payroll.
- Generated monthly financial reports and tracked expense budgets.
- Used Excel and online tools for financial documentation.

Russian Tour Guide

Pegas Touristic – Hurghada, Egypt

Nov 2008 – June 2013

- Guided Russian-speaking tourists through cultural and historical sites.
- Organized travel itineraries, bookings, and in-destination services.
- Promoted and sold tours, increasing revenue and guest satisfaction.