

Mahmoud Basheer El Sayed Hussien

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📍 United Arab Emirates | [LinkedIn](#)

Professional Summary

Results-oriented and adaptable Project and Customer Service professional with a Bachelor's degree in Business Information Systems and a proven record across logistics, credit consulting, and airline support. Strong background in crisis resolution, logistics coordination, and global travel systems. Adept at delivering high-level service, training teams, and supporting VIP clientele. Born and raised in the UAE with deep cultural fluency and customer insight.

Core Competencies

- Customer Service & Relationship Management
 - Crisis & Conflict Resolution
 - Logistics & Import Operations
 - Airline Systems (Amadeus, Altea CM, WorldTracer)
 - Team Training & Support
 - Cross-Cultural Communication
 - Microsoft Office (Excel, Word, Outlook)
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Professional Experience

Customer Service Representative & Trainer

Finnair (Outsourced), Finland

May 2022 – Dec 2023

- Delivered comprehensive travel and ticketing support using Amadeus GDS.
- Resolved complex travel disruptions including global crises and cancellations.
- Supported VIP passengers and agencies with loyalty programs and alliance services.
- Promoted to Trainer role: guided 22 new agents through onboarding to deployment.
- Systems used: Amadeus, Altea CM, WorldTracer.

Credit Consultant

The Credit Pros (Remote – USA Based)

Jan 2022 – May 2022

- Analyzed client credit status for RTO eligibility.
- Advised on tailored financial solutions to improve U.S. credit scores.

Logistics Import Officer

GTLS, Sheraton, Cairo, Egypt

Feb 2021 – Nov 2021

- Managed international import logistics and customs clearances.
 - Coordinated with shipping lines and freight agents across Asia and Africa.
 - Resolved delays, negotiated rates, and streamlined operations for cost savings.
 - Handled large-volume shipments with accuracy and professionalism.
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Internships

Operations Specialist (Intern)

Al Tawseel Al Amn, Ajman, UAE

Jan 2018 – Sep 2019

- Scheduled couriers and managed daily logistics operations across Emirates.
 - Recorded and managed invoices in internal systems.
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Education

Bachelor of Business Information Systems (BIS)

Sadat Academy for Management Sciences (SAMS), Egypt

Graduated: 2023 | GPA: 3.34 – Very Good

Additional Information

- Completed Military Service: Jan 2024 – Mar 2025
 - Peer Leader & Tutor at Sadat Academy
 - Born and raised in UAE with in-depth understanding of local culture and customer expectations
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Technical & Soft Skills

Systems: Amadeus, WorldTracer, Altea CM, Microsoft Office Suite

Professional: Crisis Management, Client Handling, Training Delivery, Import Coordination

Soft Skills: Leadership, Communication, Conflict Management, Adaptability, Time Management

Languages

- Arabic – Native
- English – Fluent (IELTS 6.0)