

Akram Zeyada

Operations Supervisor

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SUMMARY

I am an expert in Problem-Solving and Decision-Making with 10+ years in the Travel Industry and Technical Support.

My **Vision**: To help the organization to lead the market. My **Mission**: Not only to deliver and exceed the business targets, but also to build a multi-skilled team able to interact with the variable challenges. My **Values**: Dedication and Commitment, Responsibility and Self-Motivation, Respect and Appreciation, and Influencing and Inspiration.

EXPERIENCE

Operations Supervisor

dnata Travel (Emirates Group)

2015 - Ongoing Dubai, UAE

- Oversee efficiency of operational processes
- Participate in strategic planning and goal-setting for various business functions, including IT and customer support
- Analyze business requirements and customer needs
- Research methods to improve operations and reduce costs
- Monitor and report on department performance
- Supervise and train 12 employees
- Ensure compliance with company policies and regulations

Travel Consultant

dnata Travel (Emirates Group)

2012 - 2015 Dubai, UAE

- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Supplying travelers with pertinent information and useful travel/holiday materials

Technical Support Engineer

Etisalat Ajman

2010 - 2012 Ajman, UAE

- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Prepare accurate and timely reports

EDUCATION

BS in Management Information Systems

Sadat Academy for Management Sciences

2005 - 2009 Cairo, Egypt

ACHIEVEMENTS



19 Awards from dnata + 4 Awards from Etisalat

The Employee of the year 2018 in Yalago Operations
The Employee of the year 2013 in dnata B2C sales



Record high quality benchmark

Top ranking with 10 recognitions from the quality department



Training of Employees

Traveled twice to dnata Clark (The Philippines) to establish a new business and provide training

LANGUAGES

Arabic

Native

English

Fluent