



CV

Personal Data:

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Objectives

Seeking a position in multinational organization where there is a challenging work environment.

I believe my skills equip me to manage efficiently marketing, communications and customer service operation related professions ,where I can expand upon my experience and creative skills ,my previous experience has perfectly tailored me to fit in challenging career opportunity where I could benefit from my experience to develop my career path .

Education

- Bachelor of Tourism and Hotels from Helwan University (2006)***
- Emirates Aviation Colleague (aviation foundation) (Ramp handling)***
- American hotels and motels association, management program.***
- High school year 2002***

Work experience

cryptocurrency analyst freelancer

responsible for analyzing trends and pricing of different cryptocurrencies available and using that information to trade effectively.

Trading P2P on Binance platform

Investing in crypto coins

Tour Guide supervisor Expo Dubai 2020 to 2022

- Responsible for the scheduling of tour guides and ensuring all tours are fully staffed.
- Work directly with the reservations representative and sales team to schedule and execute corporate and/or industry tours.
- Oversee samples inventory for scheduled tours and tastings.
- Oversee the cleanliness of tour spaces before and after the tours.
- Create and manage safety and security protocols for all tour guides.
- Manage tour platform/bookings (i.e. add/remove tours as the business may forecast higher or lower volume due to holidays, peak season, or off-season times).
- Promote the restaurant, event spaces, lodging, putting green and retail items. • Perform Tour Guide job duties as needed.
- Ensure that all tour guide personnel perform the following job duties; Greet all guests promptly at scheduled tour times. Outline the tour and timeline before beginning. Determine if any guests have physical restrictions that should be considered. Clearly and articulately provide information to guests in an engaging manner. Answer any questions that the guests have. Point out location of lavatories along the way

Emirates Group (Dnata)

- **Customer service** **Team leader**

2011 /2020

fully adhere to all operational procedures (SOP) with regards to travel, immigration and safety regulations.

Identify and meet the standard and special service requirements of the passengers at check-in, transfer desk, special services and boarding gates by adhering to the set service standards and procedures so that the passengers are handled in a friendly and efficient manner

Collect briefing sheet and staff allocation; check all the counters equipment's and stationery, report technical fault to Mercator through EMACS

Constant liaison with Check-in, transfer desk, and other related areas for the smooth acceptance of passenger.

Liaises with check-in, transfer desk, and support Airport Services Supervisor in all areas.

Escort and direct Arriving/departing passengers to the respective areas such as hotel desk, visa counter, transfer desk, premium lounges and boarding gates etc.

Assist duty officer to handle company material and records.

Contact with GHA for quick processing of hotel and transfer passengers.

**Emaar Dubai 2008/ 2011
(Dubai mall opening) (Sega Republic & Cinema & Ice Rink)**

- ***Provide an excellent customer service for all the Dubai mall customers***
- ***Opening staff of the Dubai mall, Sega Republic (SEGA Republic | Indoor Theme Park Dubai) REEL Cinemas and the Dubai ice rink***
- ***Handle any problem or complain from customers or tenants***
- ***Work in building rapport and long-term relations between customers and company.***
- ***Work as marketers for the company new services and promotions***
- ***Coaching learn how to skate and ice marshal.***
- ***Help in first aid and making reports.***
- ***Help in ticketing and promoting new offers of the mall***
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Hyatt Regency 2007-2008

***Leading the team to achieve goals and customer satisfaction
Worked in F&B and banquet divisions***

Manage the staff when the manager is not on duty. Direct other employees through their daily routines and interact with customers to make sure that they have a satisfactory experience. act as quality control, ensuring customer satisfaction through training employees properly and adhering to company policy. make sure employees perform a variety of tasks, from preparing the food, stocking supplies, serving, charging people for their food, handling cash, credit cards, and a cash register, cleaning tables and counters, resetting tables, greeting customers and answering questions.

• **Radisson Sas Sharm 2006-2007**

Banquet (supervisor)

- ***Meet and greet clients.***
- ***Responsible for the overall sanitation and cleanliness of the work areas, banquet rooms and storage areas.***
- ***Responsible for the proper usage and good working order of all equipment, furniture and fixtures in the Banquet and Catering Section in the shift assigned.***
- ***Responsible for consistently implementing the service standards and operating procedures in the banquet and Catering service.***
- ***Provide unique and creative ideas to enhance meetings & group experience..***
- ***Supervise events and team members throughout service.***
- ***Resolve staff and customer concerns quickly and efficiently.***

• Cross training at Movenpick Julie Ville

2004

Cross training all over hotel divisions.

Trained in marketing and controlling hotel occupancy all over year

Languages	Reading	Writing	Understanding
Arabic	Native	Excellent	Excellent
English	Fluent	Very good	Very good
French	Good	Good	Good
Computer Skills:			
Operating Systems	MS Windows.		
Applications	MS. Word, Excel, Power Point, DMACS, mobile APP and Typing		
Networks	MS. Internet Explorer		

Training & courses

- Business skills program from emirates aviation colleague
- AVSEC Certification
- Dangerous Goods for Passenger Handling
- Professional seller abilities
- Invest in Yourself - Plan Your Development
- Effective Mentoring
- Examining Travel Documents
- Performance Matters
- MACS GUI Made Easy
- Information Systems Protection: Information Security
- Dangerous Goods for Passenger Handling
- Performance Matters
- First aid and helping handicapped from Emaar
- Examining Travel Documents
- Customer care from Emaar Company UAE.
- Basic Geography
- HACCP systematic.

Other skills

- *Being quick learner, open minded and hard-working person in an ever challenging and growing*
- *High ambition with a keenness for success at every corner*
- *Strong negotiation and communication and interpersonal skills*
- *High adaptability to change*
- *Target focused and very stubborn to achieve my aim*

Awards

I have received several awards from Emirates group as recognition of my excellent performance (Najm)

