

Ahmed Mahmoud

Tourism Operations & Travel Management Professional

DMC Operations | Destination Logistics | Reservations | Service Delivery | Product Operations

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PROFESSIONAL SUMMARY

Tourism and travel operations professional with 10+ years of experience across the UAE and Egypt, covering DMC operations, destination logistics, reservations, supplier coordination, group handling, guest communication and service recovery. Licensed French and English tour guide in Abu Dhabi and Dubai with practical exposure to travel systems, hotel coordination, ticketing and operational issue resolution. Combines front-line tourism execution with CAPM, ITIL v4, Lean Six Sigma, IATA training and product-thinking capability for travel technology and process improvement roles.

CORE SKILLS

Tourism Operations: DMC operations; hotel pickup coordination; group logistics; attraction timing; supplier coordination; destination operations.

Systems & Reservations: BOS System; Striggle; Juniper; Freshdesk CRM; Amadeus; visa and ticketing support.

Guest & Service: Guest communication; complaint handling; service recovery; disruption management; multilingual support; safety awareness.

Process & Product: SOP execution; Lean Six Sigma tools; ITIL service mindset; KPI thinking; route planning; workflow design.

PROFESSIONAL EXPERIENCE

Licensed Tour Guide (French and English) | Masarra DMC - Miral Destination | Dec 2024 - Present | Abu Dhabi, UAE

- Deliver bilingual French and English guided experiences for international guests, aligning cultural interpretation, guest flow, safety awareness and Abu Dhabi destination standards.
- Coordinate end-to-end group operations including transport, schedules, ticketing, attraction access, timing changes and on-site service recovery for groups of up to 35 visitors.
- Process ticketing and reservations through BOS System and Otolu Homes, supporting accurate booking handling and timely internal communication.
- Act as primary guest contact across face-to-face, phone and WhatsApp channels, resolving operational questions, route changes and service requests professionally.

Licensed Tour Guide (French and English) | Oceanair Travels | Sep 2022 - Nov 2024 | Dubai, UAE

- Managed international tour groups across UAE destinations, delivering multilingual commentary while maintaining guest satisfaction in fast-paced leisure environments.
- Handled real-time disruption resolution including transport rebooking, alternative arrangements and guest communication across languages under time pressure.
- Coordinated group logistics including entry tickets, transportation, pickup timing, attraction sequencing and operational communication across simultaneous bookings.

Operations Executive | WebBeds | Jun 2022 - Sep 2022 | Cairo, Egypt

- Managed booking discrepancies, refund cases and hotel relocation requests by coordinating with suppliers and keeping accurate records through Juniper and Freshdesk CRM.
- Supported reservation inventory control and financial reconciliation, strengthening accuracy in a data-sensitive travel operations environment.

Tour Leader | TUI CIS / Fun & Sun | Jul 2021 - Apr 2022 | Sharm El Sheikh, Egypt

- Led daily leisure programmes for multinational guests across desert safari, yacht and cultural excursions while maintaining timing, guest care and safety standards.
- Resolved on-site guest issues quickly and professionally, supporting smooth tour delivery and positive travel experiences.

Operations Coordinator | Alnatalie Red Sea Tours | Jan 2020 - Jun 2021 | Cairo, Egypt

- Supervised transportation logistics and fleet coordination for tourism programmes and large-scale events, improving operational readiness and scheduling discipline.
- Managed supplier communication and ensured availability of operational resources across multiple concurrent tour activities.

Tourism and Travel Consultant | Elmadina Tours | Jan 2013 - Jan 2020 | Cairo, Egypt

- Designed and sold complete travel packages including flights, hotels, visas, Umrah services and excursions for individual and group clients.
- Managed supplier relationships, SAFA visa documentation and full client servicing from enquiry to post-travel follow-up, building expertise in itinerary design and cross-selling.

SELECTED PRODUCT CASE STUDY

InfraDispatch - Tourism Logistics and Pickup Planning | Portfolio Project | 2026 | Abu Dhabi, UAE

- Developed a practical travel operations concept for DMC operators, guides and transportation teams to reduce hotel pickup and drop-off coordination friction across Abu Dhabi city, islands, Al Ain, Liwa and major tourism locations.
- Defined workflow from operator inputs to operational outputs: first attraction, pickup window, hotel sequence, route timing, Google Maps route link and WhatsApp-ready messages for driver, guide, operator and guests.
- Designed the product around real use cases including route sequencing, adjustable pickup windows, guest lobby instructions, driver communication and database mapping of hotels, attractions, airport, marina, restaurants and landmarks.
- Demonstrates product thinking, workflow design, tourism logistics knowledge and process improvement capability beyond front-line guiding.

CERTIFICATIONS AND PROFESSIONAL TRAINING

IATA & Travel Operations: Travel Operations Management Diploma (Mar 2026); MICE and Sales Diploma (Jul 2025); Tour Production Diploma (Sep 2024); Travel and Tourism Consultant Diploma (May 2021); Special Cargo Handling Diploma; Pharma/Vaccines by Air.

Project, Quality & IT: CAPM - PMI (Jun 2025-Jun 2028); ITIL Foundation - PeopleCert/AXELOS (Aug 2024-Aug 2027); Lean Six Sigma Black Belt; Professional Certified Marketer - AMA; CompTIA ITF+.

Licenses, Safety & Field Readiness: Abu Dhabi and Dubai Accredited Tourist Guide (May 2023-Jun 2027); Louvre Abu Dhabi External Tour Guide Certificate; UAE manual driving license and desert driving; HSE Risk Assessment, COSHH, manual handling, work at height; First Aid CPR AED.

Systems & Additional Training: EgyptAir / Amadeus training; ETAA sales skills, Tour operator and Religious Tourism Tour Leader Training; SAFA Umrah Solutions; First Time Leading Others; Professional Financial Accountant; Vehicle assessment training.

EDUCATION, LANGUAGES AND ADDITIONAL INFORMATION

Education: Bachelor of Law - Cairo University, Egypt | 2006 - 2010

Languages: Arabic: Native | French: Fluent | English: Fluent | Russian: Intermediate

Driving & Mobility: UAE manual driving license; desert driving training.

Work Authorization: Netherlands residence permit, BSN registered and legally permitted to work in the Netherlands. Ready to relocate to the Netherlands or GCC countries.

Target Roles: Tourism operations, DMC operations, Destination Management, Reservations, Service Delivery, Product Operations, Process improvement and Travel Technology roles.