



## **Mohamed Mahmoud Hamouda**

**UAE / Dubai**

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### **CAREER PROFILE**

*A Hospitality Senior Assistant Manager VIP & Protocol services with progressive experience augmented by a strong background in Customer services while I'm driven by passionate and desire to exceeded expectation.*

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### **Personal Details**

- > Date of birth: 01/09/1984
- > Marital status: Married
- > Nationality: Egyptian
- > Current Address: Dubai, UAE
- > Visa Status: Visit Visa
- > Visa Expiration: **September 2021**

### **Education**

- > Bachelor's Degree of Commerce – Accounts Department

### **Academic**

- > Graduated from Faculty of Commerce, Mansoura University, Egypt

### **Qualification**

- > BSC of commerce May 2006

### **Languages**

- > Arabic: Native Language
- > English: Fluent

### **Computer Skills**

- > Office 365
- > Word
- > Excel
- > PowerPoint
- > Photoshop

### **Training Courses**

- > Warm services
- > Engaging service
- > Responsive service
- > Service recovery
- > Workplace Ethics
- > Effective supervision
- > Performance Management and Appraisal Training
- > Write the Vision
- > Living the vision

- > (GTT) Group training technique
- > Handling Guest Complain Workshop
- > The B.E.S.T

### **Certificates & Achievements**

- > Obtained pre-opening successful team from Novotel & Ibis Hotel / Dubai 2009.
- > Nominated for employee of the Month with Bonnington JLT / Dubai 2010.
- > Obtained GTT (Group Training Technical) certificate and been assigned as internal trainer of Airport services team / Dubai 2011
- > Recognition appreciation of the year 2017
- > Code of Business Conduct and Ethics, October 2018
- > Dubai Way Champion, November 2018
- > Mohamed Bin Rashid University COVID-19 completion March 2020
- > Kerzner international COVID- 19 completion June 2020
- > Social Selling completion August 2020
- > Atlantis Dubai appreciation and experience certificate August 2020

### **Professional Experience**

*Atlantis the Palm, Dubai*

**Assistant Manager VIP & Airport - Protocol services**

**2013 – September 2020**

- > Responsible of managing, and directing the entire daily operations, including administration of the activities to be performed by team members at Atlantis Airport lounge.
- > Understanding of issues of airport operations in an environment friendly manner that values controlled team growth and guest expectation.
- > Providing feedback, making sure that all staff is able to provide polite, prompt and correct information to guest and personalized service.
- > Ensure that members know the Standard operating policies and procedures, Provide training to new joiners and ongoing training to existing team members. To provide with personalized assistance with regards to Arrivals/Departures, lost Baggage, Walk In guest, Marhaba Bookings, AL Majlis bookings.
- > Meet and Assist VIP guests inside the arrival terminal and assist with Airport custom's documentation if required.
- > Meet and greet Royal Families, Minister of states, Chairman's and other high net worth individual guests at DXB airports and private Jet terminals.
- > Planning weekly schedule, training, monthly reports, documentation and Airport sales report and inventory. Write performance evaluation.
- > Provide constructive feedback to team members and update department regularly with new information within the resort.
- > Responsible to assist with the efficient running of the department in line with Corporate Strategies and brand standards, whilst meeting employee, guest and owner expectations
- > Re-enforces the company's vision and mission and ensures employees know their contribution and impact to fulfilling the vision and mission
- > Develops employees' confidence in their ability to make decisions

- > Conducting weekly and Monthly Trainings based on L&D department.
- > Planning team's annual leaves and public holidays as well as logging them into system.
- > Conducting interviews and coordinating with HR team for the new candidates within my department.

*Atlantis the Palm, Dubai*

**Team Leader Airport - VIP Services**

**2010 – 2013**

- > Reviewing and checking daily reports
- > Monitoring daily operation and assure that the team are adhere to our SOP
- > Meet and Assist Guest on arrival/ Departure, Co-ordinate with Limo Desk for arrivals and Departures.
- > Assist with employee arrivals as per the mail sent from the accommodation office.
- > Inform Duty Manager and Reservations incase guest has Visa problem.
- > Assist guest with travel agency bookings, without transfer request, arranging airport transfers if required by guest
- > Requesting the daily stationary and weekly amenities.

*Bonnington JLT, Dubai*

**Pre-Opening Senior GSA at Bonnington Jumeirah Lakes Towers,**

**2009-2010**

- > Meet and Assist Guest on arrival/ Departure, Co-ordinate with Limo Desk for arrivals and Departures.
- > Assist with employee arrivals as per the mail sent from the accommodation office.
- > Inform Duty Manager and Reservations incase guest has Visa problem.
- > Assist guest with travel agency bookings, without transfer request, arranging airport transfers if required by guest.

*Novotel & Ibis DCC - Dubai*

**Pre-Opening Airport Representative**

**2008-2009**

- > Meet and greet guest on arrival to Dubai airport.
- > Assisting with their luggage
- > Assist with employee arrivals as per the mail sent from the accommodation office.
- > Inform Duty Manager and Reservations incase guest encounter any issues at airport on arrival.

*UCP, Mansoura – Egypt*

**Trainee Accountant in United Company at Pharmacists" UCP**

**2007 -2008**

*Al Marzook for Trading Centre, Mansoura – Egypt*

**Intern Customer Services / Sales Officer**

**2004 – 2006**