 **Mahmoud Abd el Meguid**

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 Giza,Egypt

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20/April 1991

A hard-working and motivated achiever. Who is eager to learn and further in Tourism industry to support my experience by seeking a new challenge within competitive businesses environment. I am a confident and reliable team player who is equally capable of using my own initiative whilst working alone.

I pride myself on my strong communication skills, both listening and speaking, as well as my ability to interact with people. Through my ability to reflect on circumstances and how I deal with them, I have developed problem solving skills, patience, focus and a flexible approach, looking to apply solid knowledge of strategic and market practices to the country business setting and build on skills developed in previous operational and strategic work experience. Pro-active and keen to learn, wishing to make a positive contribution to a production Institution. , which I believe is key in a working environment.

**Career History\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Expedia Spain [June 2015 – present]**

 **Travel Consultant**

 o Provide domestic hotel booking services, which include search, itinerary proposal, reservation,

 o exchange and after-sales customer service.

 o Answer clients'​ questions and handle client complaints.

 o Clearly explain company's products and services, proactively recommend to the most efficient and logical solutions.

 o Maintain excellent client relations by providing accurate response, positive telephone interaction, and timely reservation.

 o Follow-up on order details accurately, provide schedule updates as required, and ensure timely issuance.

 o Verify booking refund or exchanges and process promptly; provide penalty notification and timely refund.

**Activa Travel Service [March 2015 – June 2015]**

 **Travel Consultant**

* Provide literature and information to clients concerning local, interstate and international tours, travel routes, accommodation, local customs, fares, and travel regulations.
* Plan, prepare and cost itineraries (travel plans) for clients.
* Make travel, accommodation and related bookings.
* Issue tickets for travel, accommodation vouchers and all relevant documentation.
* Selling travel products and tour packages.
* Making alternative arrangements for customers who have had their trips interrupted by unforeseen issues.
* Evaluating customers’ holidays and issuing appropriate feedback forms.
* Making presentations to travel groups.
* Dealing with and documenting complaints in an efficient and diplomatic manner.
* Prepare presentations for clients about our offers and tours.
* Prepare agendas for committee & board meetings.
* Assign tasks & provide management support for team members..
* Negotiate better deals with the hotel industries, transport companies & other suppliers.
* Assist the management to develop procedure in line with the organizational goals & ensuring successful implementation. Follow up & performance evaluation for the same.
* To ensure the quality of the service offered.
* Training new staff & get them acquainted to their functional usage on the system.
* Analyze market in order to deliver new services.
* Ongoing maintenance of company website (using Wordpress) - including updating page content (hotels, tours, excursions, etc).

**Embassy of Uruguay in UAE [October 2014 – November 2014]**

 **Public Relations Officer**

 **Egypt Brazil International Travel [June 2013 – June 2014]**

 **Operator & Marketing Coordinator**

* Designing flexible tour packages to meet the needs of different clients
* Checking tickets and other relevant documents, seat allocations and any special requirements
* Making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory
* Writing reports and maintaining records
* Supervise social media outreach
* Deliver content via LinkedIn, Twitter, Facebook, email, or direct mail
* Work with manager and business units to determine event budget and manage expenses to that budget

 **Sony Spain [November 2011 – April 2013]**

 **Customer Care**

* Deal directly with customers either by telephone, electronically
* Respond promptly to customer inquiries
* Handle and resolve customer complaints
* Perform customer verifications
* Set up new customer accounts
* Process orders, forms, applications and requests
* Communicate and coordinate with internal departments
* Provide feedback on the efficiency of the customer service process

 **Calidad Travel [June 2010 – June 2011]**

 **Tour leader & Marketing Coordinator**

* Escorts group to hotel and assists with check in and room accommodations.
* Request wake-up calls at the hotel
* Confirm times for individual city guides and subsequent meeting points
* Advise basic information as follows: time schedules, rules of behaviour and safety,

 Instructions on using the bancomat/cash withdrawal machines

* Prepares marketing reports by collecting, analyzing, and summarizing
* Plans meetings and trade shows by identifying, assembling, and coordinating requirements; establishing contacts; developing schedules and assignments; coordinating mailing lists

 **Tanis Papiro [June 2009 – May 2010]**

 **Local Guide (Internship)**

* Welcomes visitors to the museum
* Guides and teaches visitors on tours of the museum
* Answers questions about the objects in the museum

**Education & Courses\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **High institute for Tourism and hotels (2008-2012):** Ba**,**  Tourism and Hotel Management
* **The Ministry of Tourism of Egypt (2014):** Travel & Tourism training course
* **Egyptian General Tourist Guides Syndicate (2014):** Tourist Guide training course
* **Centro de lengua y cultura (2010):** Portuguese language course
* **Instituto Cervantes de EL Cairo (2008):** Spanish language course

**Languages\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Arabic :** Mother tongue
* **Spanish :** Fluent
* **English :** Advanced
* **Brazilian Portuguese:** Basic

**Skills and Qualities\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Interpersonal skills.
* Being able to handle complaints and difficult situations.
* Market knowledge.
* Ability to work under Pressure.
* Events organization skills.
* Professional telephone manner.
* Computer literate: excellent understanding of Microsoft office.
* Strong team ethic and able to work well on own.
* Reliable**,** Punctual & Trustworthy.
* Problem solving skills.
* Multi-tasking.

**References available on request**