

# Adel Ahmed

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Esna, Luxor

## Experience

### Executive Administrative Assistant& Assistant Tour Operator

Dahabiya Nile Sailing Luxor & Aswan • Luxor

12/2022 - Present

General manager keep day-to-day operations running. Assistant Manager's duties may include anything from employee management and customer satisfaction to office management. Providing general and specific advice about different travel destinations. Drawing up complicated travel itineraries and ensuring that all the needs of the customers are met. Making arrangements for transport, accommodation, tours, and activities.

General manager keep day-to-day operations running. Assistant Manager's duties may include anything from employee management and customer satisfaction to office management. In order to attract Assistant Manager that best matches your needs

### Sales Team Leader

MAF Carrefour Market's • Hurghada

09/2018 - 09/2021

assist the sales manager with sales strategy development and implementation. This includes developing strategic sales plans that expand the customer base and ensure the company maintains a strong presence in the industry. delegate tasks to sales staff. They know how to assign tasks to the team members with the best skills for the job and guide staff members to ensure the work is done well.

### Operations Specialist

Royal seascope Submarine Ain Sokhna • Ain Sokhna & Marsa Alam

04/2015 - 05/2018

Provides accurate information about the company's products and services; processes Tours bookings, modifications and cancellations on reservations.

Handles customers' complaints of different nature, identifies and prioritizes problems according to complexity, and provides immediate solutions accordingly.

### Receptionist/Office Assistant

New Sphinx Hotel • Dahab

10/2008 - 02/2015

Manages the front desk of an organization. They are usually the first point of contact for customers. Receptionists also perform various administrative tasks.

Manages the front desk of an organization. They are usually the first point of contact for customers. Receptionists also perform various administrative tasks. Plan and implement scheduled activities for guests at an establishment or on a tour. They curate a standard itinerary, making minor adjustments based on the group's demographic and preferences. group's demographic and preferences.

### Training time

Travco group

04/2008 - 10/2008

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## Skills

Customer service, Communication skills, Guest services, English, Microsoft excel, Leadership, Time management, Restaurant experience

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**Education**

**Social work**

The High institute of social work • Qena  
10/2007

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**Languages**

English, Italian

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**Hobbies**

Reading & Walking