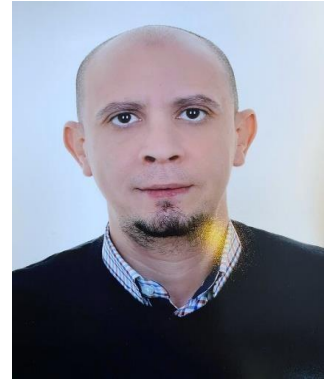


Wael Saad

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SUMMARY:

Ten Years experienced in UAE as **Operations and Transportation Manager** with a strong track record in the field services industry. Proven expertise in operations management, business planning, and negotiation, with a hands-on approach to streamlining processes and improving efficiency. Holds a Bachelor's degree in Tourism and Travel Services Management from the Faculty of Hotelier and Tourism. Recognized for strategic thinking, leadership, and the ability to drive operational excellence in dynamic environments.

EDUCATION:

Bachelor's Degree in **Tourism Studies** (May 2001)

Minia University Faculty of Tourism & Hotels (Egypt)

Diploma In **Advanced Technical Study for hotel affairs and Tourism Services** (1997)

EXPERIENCE:

Operation Manager

2024 Dec – 2025 Mar

Joyce Tours – Dubai, UAE.

- Manage and assign arrival and departure schedules for all tourists across UAE airports.
- Coordinate and book all required transportation services as per tour operator and client requests.
- Ensure timely and efficient arrangement of transfers, including airport pick-ups, drop-offs, and intercity travel.
- Monitor quality standards of transportation services and handle any issues to maintain service excellence.
- Track and control transfer-related expenses, ensuring adherence to budget and cost-efficiency.

- Maintain clear communication with drivers, vendors, and tour operators for smooth operational execution.
- Prepare daily and weekly operational reports for management and update tour logs accordingly.
- Ensure compliance with company policies, safety protocols, and client expectations in all transfers and logistics.

Quality Manager

2022 Mar – 2023 July

Yellow sea Scope - Egypt

- Ensure all crew members and onboard staff adhere to company policies, safety protocols, and service standards.
- Conduct regular inspections and audits of yachts to ensure cleanliness, maintenance, and operational readiness.
- Monitor and evaluate the performance and behavior of staff, providing feedback and corrective actions where necessary.
- Implement and maintain quality assurance procedures across all yacht operations.
- Work closely with the operations and HR departments to train staff on company standards and customer service excellence.
- Investigate and resolve guest complaints or service issues, ensuring high levels of customer satisfaction.
- Maintain detailed records of compliance checks, incidents, and quality assessments.
- Ensure all vessels comply with maritime safety regulations and industry certifications.
- Review and update Standard Operating Procedures (SOPs) to improve efficiency and service quality.
- Promote a culture of continuous improvement among crew and support teams.

Operation Manager

2021 Sept – 2022 Feb

Triton Travel Hurghada Branch - Egypt

- Plan and coordinate all ground handling arrangements for arrivals, departures, and excursions.
- Liaise with suppliers, transport providers, and hotels to ensure seamless logistics and guest services
- Monitor and manage daily tour operations to ensure timely execution and high-quality customer experiences.

- Supervise and guide ground staff to maintain operational efficiency and service standards.
- Handle any operational issues or client concerns promptly and professionally to ensure client satisfaction.
- Prepare and manage daily operational schedules and tour itineraries.

Transportation Manager

2017-Sep – 2021 March

Meeting Point Emirates -Dubai

- Manage the travel agencies service delivery to clients
- Maintain a solid working relationship with all the agency's corporate clients
- Representing company's products and solutions at trade exhibitions, events and demonstrations
- Actively contribute to the set-up and contracting of domestic tour packages
- Supervise all travel quotations and package pricing for the clients
- Manage & lead the staff within the agency's operations team
- Implement standard operating procedures and best practices to further improve the agencies internal processes and workflow to better service the clients.
- Assist in the selection & recruitment of additional staff to support business growth and maintain a high standard of service delivery to clients.

Transportation Supervisor

2014-Sep - 2017 Aug

Meeting Point Emirates - Dubai

- Planning routes and load scheduling for multi-drop deliveries.
 - Booking in deliveries and liaising with customers.
 - Allocating and recording resources and movements on the transport planning system.
 - Ensuring all partners in the supply chain are working effectively and efficiently to ensure smooth operations.
 - Communicating effectively with clients and responding to their requirements.
 - Booking sub-contractors and ensuring they deliver within agreed terms.
- Transport Management:
- Directing all transportation activities/Developing transportation relationships.
 - Monitoring transport costs.
 - Negotiating and bargaining transportation prices.
 - Dealing with the effects of congestion.
 - Confronting climate change issues by implementing transport strategies and monitoring an organization's carbon.

Operation Management Assistant

2012 Aug - 2014 Aug

Meeting Point Emirates (FTI German Market) -Dubai

- Promote and market the business, sometimes to new or niche markets
- Provide sales reports to head office, manage budgets, maintain statistical -financial records
- Sell travel products and tour packages
- Source products and destinations to meet consumer demands for bespoke travel and sustainable tourism
- Deliver and exceed branch performance and productivity
- Take part in familiarization visits to new destinations, to gather information on issues and amenities of interest to consumers
- Liaise with travel partners, including airlines and hotels, to manage bookings and schedules, often a year in advance
- Deal with customer enquiries and aim to meet their expectations
- Implement alternative and innovative ideas for achieving new business, Provide sales reports to head office.
- Oversee the smooth, efficient running of the business.

Tourism Traffic Manager (FTI Group)

2009 July - 2012 July

Flash Tour Red Sea Marsa Alam - Egypt

- Daily management of projects and account handling
- Reporting on project status, workloads and accounts
- Providing timely communication between relevant departments including digital, accounts and creative/Managing daily schedules.
- Overseeing project resources and assisting with the management of freelance requirements and bookings/Analyzing campaign data.
- Holding regular production meetings and status updates
- Leading and coordinating campaigns from initial stages through to delivery
- Ensuring the stages of the project are met according to client and creative brief, budget, resource and deadline deliverables
- Monitoring current traffic processes and inputting ideas on how to improve current practices where required
- Managing campaign resources and updating key stakeholders on requirements and supply
- Working across multiple projects and ensuring all parties are informed of progress and problems
- Building effective relationships with key departments and clients

Quality Control Manager

2006 June to 2009 June

Stallion Travel Hurghada -Egypt

- Understand customer needs and requirements to develop effective quality control processes
- Set requirements for raw material or intermediate products for suppliers and monitor their compliance
- Ensure adherence to health and safety guidelines as well as legal obligations
- Supervise inspectors, technicians and other staff and provide guidance and feedback
- Oversee all product development procedures to identify deviations from quality standards
- Approve the right products or reject defectives /Keep accurate documentation
- Solicit feedback from customers to assess whether their requirements are met
- Submit detailed reports to appropriate executives
- Be on the lookout for opportunities for improvement and develop new efficient procedure

Assistant Traffic Manager

2002 Mar to 2006 Apr

Cairo Express Travel (German Market) - Egypt

- Ensure the proper daily traffics (Tourists Airport return transfers)
- Handling and arranging the excursion on spot for all clients
- Control all requested services for company clients/Deal with customer enquiries and aim to meet their expectations

SKILLS

- Strong public speaking and presentation skills with self-confidence
- Excellent interpersonal and communication abilities
- Highly organized with the ability to prioritize tasks effectively
- Capable of performing well under pressure and meeting tight deadlines

PERSONAL INFO

Address: Dubai

Date of birth :1978-05-13

Marital Status: Married

Nationality: Egyptian

LANGUAGES:

Arabic

English