
Adel Ahmed Desoky

📍 Esna, Luxor

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Professional Summary

Dedicated tourism and hospitality professional with over 10 years of experience in cruise management, tour leading, and guest services across Egypt. Specialized in luxury Nile cruise operations with a strong background in customer service, team leadership, and travel coordination. Passionate about delivering exceptional guest experiences through efficient operations, cultural insight, and service excellence.

Experience

Dahabiya Nile Cruise Manager – Egypt Promotion Travel, Luxor

Oct 2025 – Present

- Oversee daily operations of Dahabiya Nile cruise journeys between Luxor and Aswan, ensuring a seamless guest experience.
- Manage all onboard staff and coordinate logistics including catering, housekeeping, and maintenance to maintain luxury service standards.
- Collaborate with tour leaders, local suppliers, and transportation partners to deliver high-quality, culturally rich cruise itineraries.
- Handle guest relations, resolve issues promptly, and ensure compliance with safety and hospitality protocols.
- Monitor performance metrics, budget control, and customer feedback to enhance service quality and operational efficiency.

Dahabiya Nile Cruise Manager– Dahabiya Nile Sailing Luxor & Aswan

Dec 2022 – May 2024

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Sales Team Leader – MAF Carrefour Market's, Hurghada

Sep 2018 – Sep 2021

- Assisted in developing and implementing strategic sales plans to expand the customer base.
 - Supervised sales staff and ensured effective performance and high customer satisfaction.
 - Helped maintain company reputation and market presence through professional sales operations.
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Operations Specialist – Royal Seascop Submarine, Ain Sokhna & Marsa Alam

Apr 2015 – May 2018

- Processed bookings, modifications, and cancellations for tours.
 - Provided accurate information about services and handled customer complaints.
 - Prioritized and resolved operational issues efficiently to maintain service quality.
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Receptionist / Office Assistant – New Sphinx Hotel, Dahab

Oct 2008 – Feb 2015

- Managed front desk operations, guest communications, and administrative duties.
 - Supported hotel operations and organized guest activities and itineraries.
 - Maintained a welcoming and professional environment for all visitors.
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Training – Travco Group

Apr 2008 – Oct 2008

- Completed foundational training in tourism operations and customer service.
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Education

Social Work – The High Institute of Social Work, Qena

Graduated 2007

Skills

- Customer Service - Communication - Guest Services
 - Leadership - Time Management - Microsoft Excel
 - English Proficiency - Restaurant Experience
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Languages

- English (Fluent)
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Hobbies

- Reading - Walking
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