

# Ahmed Mahmoud

Tourism Operations | Quality Improvement | DMC Dispatch Product Thinking

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## Professional Summary

UAE-based tourism operations and quality professional with 10+ years of experience across destination operations, guest experience, tour coordination, dispatch logic, supplier coordination, SOP alignment, service delivery and process improvement across the UAE and Egypt. Creator of Infra Dispatch, a smart pickup and drop-off dispatch planner for DMC operations.

## Core Strengths

Tourism operations, DMC coordination, guest experience, route planning, service quality, SOP development, Lean Six Sigma thinking, ITIL service workflow logic, CAPM project structure, stakeholder communication, multilingual guest handling.

## Selected Experience

Masarra DMC / Miral Experiences - Abu Dhabi, UAE	Tour Guide / Operations Support - guest experience, attraction support, transport coordination and service standards.
Oceanair Travels - Dubai, UAE	Tour Guide - French/English guiding, itinerary delivery, supplier and guest coordination.
WebBeds Middle East & Africa	B2B travel operations, reservations, ticketing workflows and supplier coordination.
Fun & Sun / TUI CIS - Sharm El Sheikh, Egypt	Tour Leader - international guest support, excursion operations and destination briefings.
Al Natalie Red Sea Tours / Elmadina Tours - Egypt	Operations coordination, travel desk support, fleet/logistics follow-up and tourism service delivery.

## Certifications & Professional Development

CAPM - PMI; ITIL 4 Foundation; Lean Six Sigma Black Belt Training; IATA Travel & Tourism / Tour Production / MICE / Special Cargo; Highfield Risk Assessment and COSHH; AHA First Aid/CPR; Louvre Abu Dhabi External Guide License; UAE tour guiding and tourism operations training.

## Projects

Infra Dispatch - Smart Pickup & Drop-off Dispatch Planner for DMC Operations: multi-hotel pickup/drop-off workflow, route scoring, split recommendation, Google Maps/Waze sharing, driver/guide/guest messaging, PDF/TXT dispatch export and UAE-wide product roadmap.

## Career Target

Operations Manager, Product Manager, DMC Operations, Service Delivery, Destination Management, Quality Improvement and Tourism Technology roles.