

CURRICULUM VITAE



PERSONAL INFORMATION

Name DR/ MOHAMED ABDEL AZIZ ABED
Address Club Districts – Tiba Gardens’ Compound – Building # 18;
Villa “ABED” 6th October City – Cairo – Giza – Egypt.

Telephone 0020 100 140 36 06 – 0020 1000 55 44 73 – 0020 100 619 4 999
Fax
E-mail Abed.2869@gmail.com
Nationality Egyptian
Date of birth 02/08/1969

WORK EXPERIENCE

2016 till present

- **June 2016 till present**
- 6th October University
- Giza Governorate – Central Axis – Part one-one – Behind 6th of October city Authority – Egypt
- Faculty of Tourism and Hotel Management
- Lecturer at the Hotels Management Department
- Teaching courses: Hotel Management, Marketing & Sales, Front Office, Housekeeping, Marketing and Sales, Customer Service, SPA Management, IT Technology in Hotel Business and Human Resources.
- Responsible for the Career Day organization in order to link the graduated students with the labour market.
- Meanwhile, I am a **free lance hospitality trainer**, where I am developing the required materials, and conducting several sessions covering: Front Office, Housekeeping, Customer Care, Time Management. Communication skills, Leadership skills, Team building and Marketing. I did prepare, developed and conducted training sessions for **several Hotel Chain Properties**, such as: Jaz, Steigenberger, Albatros, Baron Hotels, The Three Corners, Labranda, Howaidak Group, Utopia Beach Resort, Red Sea Diving Safari, Sun Rise, Ms/ Nile Queen (Nile Cruises).
- Participating in several **UNWTO** Seminars.
- Participating with **“GIZ”** and Lab of Tomorrow for a workshop “More and better skilled staff for the Egyptian tourism sector”. And sponsored by TUI International. I was also chosen to conduct the Rooms Division module for the Red Sea Area Managers in order to prepare them for an executive

• Dates (from – to)
2007 - 2016

- position.
- Hospitality Training Expert, working with the T.U.V. Nord “Germany”, developing the required materials and conducting Hospitality training sessions for Hotel managers and staff members.
 - Developing & reviewing and approving, the required materials for the Front Office Skills Development, and the Strategic Management courses needed for the National project launched by the **Egyptian Tourism Federation** and The **TVET** (2019)
 - Participating in several workshops with the TVET covering the Hospitality skills development and capacity building.
 - Attending the “**Screening and Assessment of TVET Programs in Egypt**” training course, for upgrading skills in the field of Curriculum Development.
 - **May 2007 till March 2016**
 - The Egyptian Tourism Federation, Human Resources and Development Unit
 - 43 B Kasr El Nil Street – Cairo – Egypt
 - Hotels & Tourism Human Resources Development
 - "Training Specialist, Consultant and a Master Trainer" for "The Front Office Skills Development & responsible for the launching of the Managerial Level Regional Project". Where I conducted hundreds of training sessions, for the Front Office Line level, supervisory and managerial level. As well as several “customer Care” sessions for the Egyptian tourism Workforce. Also participating in the regional project launching. As of May, 2007 till present.
 - Meanwhile, I was nominated as a consultant/advisor for the "International Labours Organization, where I did participate in the following activities:
 - Participating in preparing for the Worker behaviour, general knowledge and skills required for the Egyptian workforce, Decent Job for Egypt’s young people and was in charge for the Red Sea Area. Under the ILO and the IOM (International Organization for migration) and the Department of Foreign Affairs, trade and Development “Canada” (DFATD)
 - Participating with “ILO” in preparing the required materials for the technical and professional competencies for the tourism job
 - Participating in piloting of the “Skills Assessment tools & methodology for occupational profile in Tourism Sector
 - "**T.V.E.T**" (Phase one) and (Phase two)(Technical, Vocational, Educational, Training), where I achieved the following materials and courses:
 - The curriculum “Front Office for Job Seekers”
 - The curriculum “Housekeeping for Job seekers”
 - Preparing the curriculum and the “**DACUM**” for 5 tourism occupations based on the tourism study for the Red Sea
 - Preparing the Vocational curriculum for Hospitality Student Work book and the Teacher Unit (GSSJ)
 - Developing curriculum and teaching/learning support material for supervisory studies in Rooms Division operation
 - Implementing training program on Pedagogical subjects for the Technical Institutes of Tourism and Hotel Management
 - Reviewing the materials for the “Supervisory Skills Training session for the Rooms Division “Front Office & Housekeeping”
 - Preparing a Vocational curriculum for the Hospitality “Becoming a Supervisor” (Student Work Book & Teaching Unit) “GSIN”
 - Reviewing the materials for the “TOT” Training session for the Rooms Division
 - Implementing and participating in conducting training sessions and educational program for the Egyptian Technical colleges of Tourism and Hotel Management, to efficiently create a scheme of work
 - Member of the Egyptian Delegation to (Edinburgh Scotland), for the

launching of the new training programs: Customer care & Green Hotels. 2013

- Member of the supreme council for the reform of the education system, and Head of the executive committee (Technical Education Development) " Red Sea Governorate"
- Head of the committee, National Tourism Authority, "red Sea Governorate"
- Live participating in several TV programs discussing the Tourism Industry in Egypt

➤ **October 2005 till 2007**

- Ministry of Culture
- Zamalek – Cairo – Egypt
- Accompanying Foreigners guests for the International Arbitration committee (Cairo International Festival for Experimental Theatre)
- As an official translator, Interpreter and administrator (French & English)
- This was a temporary short-term job, while teaching.

➤ **October 2002 till 2007**

- Faculty of Arts "Ain Shams University".
- Hotels Management Department, at the Distance learning Education Sector. University
- Teaching Hotel Management as a Hotel Management expert.
- Lecturer & Expert
- Preparing the required materials and curriculum, beside teaching courses

➤ **October 2002 till May 2007**

- Faculty of "Tourism & Hotels". 6 October University.
- University
- French Language Lecturer, besides teaching hotel management.
- Preparing the required materials and curriculum, beside teaching courses

➤ **October 2001 till May 2007**

- "Culture & Sciences City", 6 October. The High Institute for Languages and Translation.
- University
- As a French language teacher.
- Preparing the required materials and curriculum, beside teaching courses

➤ **October 2001 till May 2007**

- Faculty of "Languages & Translation" 6 October University.
- Institution
- As a French language lecturer.
- Preparing the required materials and curriculum, beside teaching courses

➤ **October 2000 till October 2002**

- Faculty of "Tourism & Hotels "Cairo University, El Fayoum Branch" University
- Language lecturer
- Preparing the required materials and curriculum, beside teaching courses

➤ **September 1997 till May 2007**

- The Egyptian High Institute for Tourism & Hotels Management "Heliopolis Sheraton ".
- Preparing the required materials and curriculum, beside teaching courses
- Institution
- Hotel management lecturer for (Front Office – Housekeeping – Banquet &

Conventions Management) beside French language

➤ **September 1996 till July 1998**

- Cairo Academy “Mokattam “ – Cairo – Egypt
- Institution
- French language lecturer, as of 1996 Till 1998.
- One of the opening team, Preparing the required materials and curriculum, beside teaching courses

➤ **February 1997 till October 2002**

- “Melia Pharaoh” Hotel-Hurghada – Red Sea - Egypt
- One of the most luxuries Five Stars Hotels-360 Rooms.
- Front Office Manager/Rooms Division
- In charge of the full operation for the whole department including the reservation, then as a Rooms Division Manager in charge of the operation (Replacing the General Manager during his vacations).

➤ **June 1996 till October 1996**

- Coral Bay Hotel “Sheikh Coast “(Sharm El-Sheikh) - Egypt.
- A very busy resort hotel in a very potential place including 1750 Rooms + Time-Share & Resident Villas & apartments with a total of nearly 3250 Rooms, apartments & Villas.
- Front Office Manager
- In charge of the full operation for the whole department including the reservation

➤ **November 1992 till June 1996**

- Forte Grand Pyramids Hotel – (Guiza, Egypt)
- An exclusive hotel (523 Rooms & Suites), overlooking the magnificent pyramids.
- Assistant Manager
- Member of the pre-opening team, then I’ve been gradually transferred and promoted from one post to another

➤ **February 1991 till July 1992**

- Baron Hotel Heliopolis – Cairo - Egypt
- A very busy four stars- (First Class Hotel) Located in Heliopolis, nearby the Cairo International Airport and overlooking “The Baron Palace”.
- Reception shift leader.

➤ **March 1989 till February 1991.**

- Cairo Flamenco Hotel – Zamalek – Cairo - Egypt
- A four stars-128 Rooms (First Class Hotel) Located in Zamalek, overlooking the magnificent Nile River.
- Receptionist & Reservation agent
- I have got training through the reservation department incoming/outgoing faxes & Telexes.

➤ **January 1988 till March 1989:**

- Sheraton Nile Cruises. Luxor - Egypt
- High volume hotel ship (88 Cabins) in a very busy classical pharaonic area (Luxor & Aswan).
- Room Clerk (Desk Agent”
- Responsible for guest relations, information, check in/out, accounting for monies and reports, including daily contact with domestic and foreign visitors, as well as blocking for groups and individuals.

EDUCATION AND TRAINING

- Dates (from – to)

- Name and type of organisation providing education and training

[Add separate entries for each relevant course you have completed, starting with the most recent.]

- **August 2016**
 - National Authority for Quality Assurance and Accreditation of Education (NAQAA)
 - Education
 - Strategic Planning for H.E. Institutes
- **November 2013 till December 2013:**
 - Edinburgh College “Scotland”
 - Hotels Management
 - (Customer Care & Green Hotels)
 - Train the trainer
- **November 2010 till 2015:**
 - Helwan University
 - Hotels Management
 - Ph.D. Holder
 - Assessing the Results of the Managerial Training Programs in Resort Hotels. “Case study on the performance in Rooms Division”
- **May 2010:**
 - American Hotels & Lodging Educational Institute
 - Hotels Management
 - Leadership Skills
- **November 2008:**
 - "IDI" International Development Ireland (The Professional Development Program For Hospitality Managers)
 - Hotels Management
 - Human Resources / People Management & Training, Financial Management, Revenue & Yield Management, Applications of Information Technology, Operations & Service Excellence, Marketing and Elements of Hospitality Management.
- **May 2007:**
 - American Hotels & Lodging Educational Institute
 - Hotels Management
 - Certified Hospitality Departmental Trainer
- **December 2003 till March 2008:**
 - Helwan University
 - Hotels Management
 - Master Degree
 - "Assessing the Effectiveness of the Customer Loyalty Programs Adopted in Hurghada Resorts"
- **July 2002 till October 2003:**
 - Helwan University
 - Hotels Management
 - Hotel Management Diploma at the Faculty of Tourism & Hotels “Helwan University - Very Good

- **July 1996 till October 1998:**
- Ain Shams University
- Faculty of Arts
- Professional Multi Languages Translation Diploma (French-English-Arabic)
- Master Degree
- **September 1989 till October 1994:**
- Ain Shams University
- Faculty of Arts
- French Language and Literature
- License Of Arts French Language & Literature
- **September 1984 till July 1989:**
- Collège De La Salle Cairo - Egypt
- French School
- French Language and Literature
- Secondary School/High School
- **September 1974 till July 1984:**
- Collège Des Frères Bab El Louk - Cairo - Egypt.
- French School
- French Language and Literature
- Primary and preparatory School

• **Principal subjects / occupational skills covered**

- Participating with the “ILO” International Labour Organization in the launching of “Occupational safety Hazard” in the Red Sea Region Hotels.

• **Title of qualification awarded**

- Certificate of achievement (Train the Trainer) “International Labour Organization” - ILO
- “Improving the competitiveness of Tourism sector in Egypt through Decent work” - 2010
Tri-Partite training programme, conducted with cooperation of the TVET “I” in Egypt.

• **Level in national classification (if appropriate)**

PERSONAL SKILLS

AND COMPETENCES

Acquired in the course of life and career but not necessarily covered by formal certificates and diplomas.

My strengths are in creating developing and implementing ways of efficient education and training with the highest quality and satisfaction services. I have leaded, trained and organized large individual teams with different cultures and environments. My mission is to provide updated information and competencies for hospitality leaders and beginners. My specialty is to deliver the perfect balance of management skills, skills development and company interest and of course the personnel. My focus is always on the individuality touch and details to follow up

MOTHER TONGUE**ARABIC****OTHER LANGUAGES**

- Reading skills
- Writing skills
- Verbal skills

FRENCH**Excellent****Excellent****Excellent****English****Excellent****Excellent****Excellent**

- Reading skills
- Writing skills
- Verbal skills

Arabic**Mother Tongue****SOCIAL SKILLS****AND COMPETENCES**

Living and working with other people, in multicultural environments, in positions where communication is important and situations where teamwork is essential (for example culture and sports), etc.

[Describe these competences and indicate where they were acquired.]

I have led, trained and organized large individual teams with different cultures and environments. If you review my resume you will find all my previous experiences with direct contact with the public, either through dealing directly with hotels' guests or by explaining directly for students or Training's participants. I am a determined person, able to work under pressure within a team as well as individually with precision, enthusiasm and commitment. I traveled to Qatar, Comoros Islands, Kenya, Scotland and United Kingdom, where I conducted and attended some training sessions for Hotel managers & employees.

ORGANISATIONAL SKILLS**AND COMPETENCES**

Coordination and administration of people, projects and budgets; at work, in voluntary work (for example culture and sports) and at home, etc.

[Describe these competences and indicate where they were acquired.]

I am a determined person, able to work under pressure within a team as well as individually with precision, enthusiasm and commitment. I have led, trained and organized large individual teams with different cultures and environments

TECHNICAL SKILLS**AND COMPETENCES**

With computers, specific kinds of equipment, machinery, etc.

[Describe these competences and indicate where they were acquired.]

- Learning and Development expert with an outstanding training skill
- Computer Literate & Customer Service oriented.
- Ability to work within a team or individually.
- Guest satisfaction oriented with a very strong Public Relations Skills.
- Leadership and problem-solving abilities.
- Handling complaints professionally.
- Ability of passing through the information.

ARTISTIC SKILLS**AND COMPETENCES**

Music, writing, design, etc.

[Describe these competences and indicate where they were acquired.]

- Reading
- Writing
- Surfing the internet
- Social work
- Soft Music

OTHER SKILLS

AND COMPETENCES

Competences not mentioned above.

[Describe these competences and indicate where they were acquired.]

- Ability of passing through the information.
- Facebook (m.a.a.abed)
- LinkedIn (Mohamed Abdel Aziz ABED)

OTHER RELEVANT INFORMATION

(e.g., Research and Publications)

Headline 1

- **Using the Preregistration Procedures to Minimize the Check-in Duration and To Reflect an Excellent Guest Experience for Regulars and repeaters**
- International Journal on Recent Trends in Business and Tourism
- Vol. 1 (4) October 2017 – Page: (49 - 53)

Headline 2

- **Studying the effectiveness of Using “Smartphone’s Apps on Raising Hotels’ Occupancy and Operation’s Efficiency**
- Journal Of Association of Arab Universities for Tourism Studies and Hospitality. (JAAUTH)
- Volume 15 – December 2018 – (Especial part) Page: (1 - 10)

Headline 3

- **Assessing the Performance of Managing and Following-up Online Hotels’ Guests Reviews**
- Journal Of Association of Arab Universities for Tourism and Hospitality. (JAAUTH)
- Vol. 18 No. 3, (2020), pp.164-176.

Headline 4

- **Reviving the Trail of the Holy Family to Egypt (Applied for the Development of the Tourism and Hospitality Sector)**
- Journal Of Association of Arab Universities for Tourism and Hospitality. (JAAUTH)
- Vol. 20 No.2, (2021), pp. 198-215

Headline 5

- **The Absence of the Skilled Technician Manpower (Blue Collar) in the Hospitality Industry Due to Fluctuations of Business (A Case Study of Independent Four-Star Resort Hotels in the Red Sea area)**
- Journal Of Association of Arab Universities for Tourism and Hospitality. (JAAUTH)
- Vol. 21 No.3, December 2021

Headline 6

- **The Use of Sustainability Principles and Lighting Technology in Lighting Hotels’ Lobby Area**
- Journal Of Association of Arab Universities for Tourism and Hospitality. (JAAUTH)
- Under Reviewing.

CONFERENCES ATTENDED

- The International Conference on Tourism & Hospitality 08-11.02.2017
"Sharm El Sheikh" – Egypt
- Middle East University International Conference for Accessible Tourism
10-14.04.2016 "Omman"- Jordan

DRIVING LICENSE(S)

- I have a valid driving license and I own a modern car.

ADDITIONAL INFORMATION

[Include here any other information that may be relevant, for example contact persons, references, etc.]

Dr. Saber Soliman – Vice Minister of Migration

0100685 2 333

Mr. Hussien Badran – Prime consultant for the ministry of Tourism and the Egyptian Tourism Federation for the Human Resources & Development

012 2213 7805

Professor Mostafa ElZaghal – Dean Sinai High Institute for Tourism and hotels – 01223476824

Professor Abdel Fattah El Sabahy – Dean Egyptian Higher Institute "Hurghada" 01222184458

ANNEXES

[List any attached annexes.]

References are Available upon request.