

# Muhammad Saied Muhammad

Proactive manager with demonstrated leadership abilities, strategic planning expertise and problem-solving acumen. Assists senior managers with accomplishing demanding targets by encouraging staff and coordinating resources. Methodical and well-organized in optimizing coverage to meet operational demands.

## Contact

Address  
Cairo, Egypt, 11311

Phone  
01001170588

E-mail  
Muhammad.saied84@yahoo.com

## Skills

Microsoft office	●●●●● Excellent
Business Development	●●●●● Excellent
Negotiation	●●●●○ Very Good
Business planning	●●●●● Excellent
Strategic planning	●●●●○ Very Good
Travel recommendations	●●●●● Excellent
Business expertise	●●●●● Excellent

## Work History

2019-11 - Current	<h3>Assistant Manager</h3> <p><i>Viva Egypt Travel &amp; Tourism, Cairo</i></p> <ul style="list-style-type: none"><li>Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.</li><li>Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.</li><li>Developed organizational structure to outline and direct rules, roles and responsibilities.</li><li>Increased employee performance and job satisfaction to strengthen retention and engagement.</li></ul>
2018-01 - 2019-11	<h3>Tour Leader</h3> <p><i>Sun &amp; Fun Travel Agency, Hurghada, Egypt</i></p> <ul style="list-style-type: none"><li>Answered questions, pointed out important features and offered further details about special exhibits to educate visitors.</li><li>Entertained tour guests with various props and signs for maximum engagement, fun and lasting memories.</li><li>Collected and deposited payments from guests.</li><li>Built personal relationships with guests to promote positive experiences.</li></ul>
2013-01 - 2017-01	<h3>Team Leader</h3> <p><i>Multinational real estate company-Sahara Trade</i></p> <ul style="list-style-type: none"><li>Built strong relationships with customers through positive attitude and attentive response.</li><li>Mentored and guided employees to foster proper</li></ul>

Creative solutions	●●●●○	Very Good
Crisis Management	●●●●●	Excellent
Public speaking	●●●●●	Excellent
Training and mentoring	●●●●○	Very Good



## Languages

Arabic	●●●●●	Excellent
English	●●●○○	Good
French	●○○○○	Basic
Russian	●○○○○	Basic

2010-01 -  
2012-10

2009-01 -  
2009-07

2008-01 -  
2008-12

completion of assigned duties.

- Set up and calibrated machinery to meet specific production requirements.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.

### Tour Leader

*Cyro Tours Company*

- Built personal relationships with guests to promote positive experiences.
- Worked closely with management staff to create new and lucrative tours.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.

### Cabin Crew

*Koralblue Airlines*

- Answered passenger questions and provided solutions to issues arising during flights.
- Verified aircraft and passenger compliance with policies, regulations and safety guidance.
- Facilitated communication between flight deck and cabin crew prior to and during flights to promote smooth operations.
- Checked personnel for proper uniforms and safety equipment.

### Customer Service Representative

*Almanar for Stock Exchange, Cairo, Egypt*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and

external customers.

- Updated account information to maintain customer records.
- Processed customer adjustments to maintain financial accounts.

2007-01 -  
2007-12

## Assistant Manager

*Alyashmak, Dubai, UAE*

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Developed organizational structure to outline and direct rules, roles and responsibilities.
- Increased employee performance and job satisfaction to strengthen retention and engagement.

2006-01 -  
2006-10

## Tour Leader

*Cyro Tours company*

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered questions, pointed out important features and offered further details about special exhibits to educate visitors.
- Built personal relationships with guests to promote positive experiences.
- Participated in team-building activities to enhance working relationships.



## Education

---

2000-05 -  
2004-05

## Bachelor of Commerce: Accounting

*Ain Shams University - Cairo, Egypt*



## Courses

---

- E-marketing ( social media specialist ).
- E-views( statically application program.



## Hobbies

---

- Travel ( Saudi Arabia – Dubai – Turkey – Russia ).
- Internet Gamer.