Curriculum Vitae

Personal information

\* First name : Ayman

\* Nationality : Egyptian

\* Date of birth : 10 February 1981

* Gender : Male

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| Education :* Title of qualification awarded : Faculty of Tourism and Hotels
* Year Of Graduation : 2002
* Principal subjects / occupational Skills covered : Guidance department - 04 years courses involving hotel management –languages-accounting-history
* Name and type of organisation : El Minia University
* Level in national or international classification: very Good
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* Desired employment/Occupational field:
* Revenue and Reservation Manager + e-commerce field

Monitoring & revising e-commerce/extranet, created upselling program (Reservation, F&B & FO) Checking competitor’s website on daily basis & make sure that we are selling by competitive rates, reservation quality control, monitors the hotel count, pick up trend report, Business on the book report, attracting new markets, sending mail campaign Corporate/ Travel Agent with new promotions (F/B, Spa, conference rooms & long stay offers to get more business) budget 2013 & sales call.

\* Drive Market Share and Revenue Performance through proper pricing and mix management.

\* Analyze competitive reports.

\* Develop overall pricing strategy to include all market segments and distribution channels.

\* Provide guidance on corporate transient negotiated pricing, group pricing for each group, and wholesale

\* Ensure effective pricing strategies are in place to reflect asset strength relative to the competition in

 each market.

\* Ensure adherence to the Divisional Pricing Policies and compliance to the Best Rate Guarantee (BAR).

\* Effectively manage and be in control of all inventory (transient, group, wholesale allotments and other)

 and pricing strategy in all distribution channels including branded web, 3rd party sites, and GDS.

\* Lead the Director of Sales & Marketing in the decision making process of promotion participation, offline contracts and pricing.

\* Closely monitor competitive pricing and understand the impact of relative pricing decisions on property Performance.

\* Review and analyze data on an ongoing basis. Includes but not limited to Rooms Rollup, Pace Report, Geographic Data, Channel Reports, PMS Reports.

\* Responsible for effective implementation and compliance with Chain Revenue Management Standards.

\* Take the lead role in property RMS Installations Compliance to Chain Standards for Rate Plans, Rate Categories, Market Segments, Profiles and all other PMS related RM functionalities.

\* Ensure accurate and timely entry of rate plans Ensure Best Rate Guarantee compliance.

\* Clearly communicate to hotel team the strategic vision and objectives on how to drive revenues and improve performance.

\* Ensure hotel team members understand the concept of Revenue Management and their role.

\* Provide the hotel team with regular updates on hotel performance to include market share & market

Segment.

\* Share best practices and key learning’s with peers and management. Identify and communicate to either Regional or Divisional RM team in addition to appropriate technical support bugs/enhancements affecting revenue management from all RM tools, including PMS, Channel Reports, and branded websites.

\* Provide Executive Committee with regular revenue management updates.

\* Contribute and provide Revenue Management strategic vision during all Regional and Divisional Property Reviews and/or Pricing Meetings.

\* Take a strong leadership role in the Monthly Forecasting Meetings.

\* Produce accurate forecast on weekly and monthly basis.

Work experience

* **Period : From 06 October 2013 till 14th Dec.2015**
* Occupation : Revenue and Reservation Manager /E-commerce

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| > Name and address of employer : Narcissus Hotel and Residence Riyadh  5\* luxury hotel 280 rooms and suites.* Title Revenue and Reservation Manager& E-Commerce
* Responsibilities: Revenue Manager -responsible for reservation department and all of 03 parties web sites .
* opener team 2013 (whole opening operations ) till 2015 certified (best new luxury hotel over all meddle east )
* Reporting to General Manager
* **Period: From 15 May 2008 Till 30 September 2013**
* Occupation or position held : Resort Central Reservation Manager
* Name and address of employer : Steigenberger Al Dau Resort .

 5\* Resort 1020 rooms and suites – Hurghada* Main Activities and responsibilities : Resort Central Reservation Manager -Acting to Revenue Manager -Reporting to the Rooms Division Manager
* **Period: From 13 May 2004 Till 13 May 2008**
* Occupation or position held: Reservation Senior Supervisor

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| * Name and address of employer: Hilton Hurghada Long Beach Hotel -Sahl Hashis, Hurghada-Red Sea (Egypt)

 5\* Resort 1000 rooms and suites - Hurghada |

* Main Activities and responsibilities : Acting to Reservation Manager –Reporting to the Revenue Manager
* **Period: From 10 June 2003 Till 05 May 2004**
* Occupation or position held : Reservation Agent

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| * Name and address of employer: Sofitel Hurghada – Hurghada- Egypt
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|  5\* Resort 312 rooms and suites – Hurghada* **Period: From 24 September 2002 Till 07 June 2003**
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* Occupation or position held : Telephone Operator
* **Name and address of employer**: Long Beach Hotel –LTI Sahl Hashish, Hurghada (Egypt)

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| 5\* Resort 912 rooms and suites – Hurghada**Development Training courses :** |

\* Title of qualification awarded: Hilton University & Hotel training

\* Principal subjects / occupational skills covered:

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|  Principle of Reservation Manager (Hilton) Principle of Supervision (Hilton) Hilton Program in communication skills (Hilton) Hilton Standard campaign (Hilton)  Handling guest complaint (Hilton)  Effective Communication (Hilton)  Guest Excellent service (Hilton)  Train The Trainer Programme (Hilton)  Licence to Hire (How to conduct an interview (Hilton)  Microsoft Word (Beginning, Intermediate, Advanced) Hilton University (Hilton) Microsoft Excel ((Beginning, Intermediate, Advanced) Hilton university (Hilton) Building effective interfunctional relationships (Hilton) Working effectively with business customers (Hilton) Working effectively with partners (Hilton) complaint handling by Hilton Hurghada Long Beach-Sofitel Hurghada Train the skills Trainer Course (Hilton - Egypt). Front Desk cross exposure (Bellman-Guest Relation-Reception ) Accor-Hilton Fire Fighting Course (Hilton) Up selling Courses (Best up seller for October 2006) (Hilton)  Hilton Honours Program (Hilton) Skills trainer Courses (Hilton) Letters and personal communication (Hilton) |

\* Title of qualification awarded: Steigenberger AL Dau Resort

\*Principal subjects / occupational skills covered:

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|  Stress and time management workshop (Steigenberger AL Dau Beach otel) Marketing is every body's job (Steigenberger AL Dau Beach Hotel)**Dates : 2010- 2010****\* Title of qualification awarded: E-Cornel University**-Principal subjects / occupational skills :  Executive Education Cornel University : (Steigenberger AL Dau Beach Hotel) Hotel Revenue Management ( 05 courses )  Covered: 1- Introduction to Hotel Revenue Management2- Forecasting and Availability Controls in Hotel Revenue Management3- Pricing Strategy and Distribution Channels in Hotel Revenue Management4- Overbooking Practices in Hotel Revenue Management5- Non-Traditional Applications of Hotel Revenue ManagementPersonal skills and competences-Mother Tongue : Arabic -Other Language (s): English -Social skills and competences: Very welcoming & enjoying with very high hospitality personality. Listening skills ,working with people with different styles ,running an effective meeting‘ presentation skills ,Good ability to adapt to multicultural environments ,Willingness to help others-Organizational skills and competences: very organized person -working under stress with time management-Computer skills and competences:  |

Good command of Microsoft Office™ tools (Word™, Excel™ and PowerPoint™);

- Basic knowledge of applications, Photo Shop™). Internet,

 e-Commerce & Marketing Communications

 Opera version PM 3/4/5

 Net Rez (Pegasos sytem)

 Fidelio hotel system Version 6.20 (25) /

  CRIS Two Way Interface, On Q system

Additional information

 Special wards:

 Passed my Faculty final year project with Very good grade.

 employee of the month for January 2004 Sofitel Hurghada

 employee of the month for April 2005 Hilton Hurghada Long Beach

 employee of the month for September 2007 Hilton Hurghada Long Beach

 employee of the Year 2007 for April 2007 Hilton Hurghada Long Beach

 Best skills trainer of 1st quarter -2007 Hilton Hurghada Long Beach.

 Best star bond of the year 2007 Hilton Hurghada Long Beach.

  Best supervision of the month Nov.8 Steigenberger AL Dau Beach

Annexes

Being enthusiastic and ambitious, I always put my career development as the main goal of my life. I am a hard worker and an organised person. I do my best to achieve the assignments delegated to me and fulfil my company’s requirements.

**Job Seeker First Name / CV No: 1718490**

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