

# MAHMOUD AMER

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## HOSPITALITY MANAGEMENT LEADER

Energetic, service-oriented Professional with deep exposure to the inner workings of the Hospitality Industry and experienced in promoting environments where superior guest satisfaction is the primary goal. Loyal employee; grew career at TWA and consistently promoted from within. Dedicated to education and self-improvement; recently acquired a PGD (Post graduate diploma) in Hospitality and Tourism Management. Honest and tactful motivator, adept at resolving conflicts in a diplomatic fashion and fostering positive relationships. Technically proficient in diverse hotel, car rental and airline reservations systems and Microsoft Office tools including Excel, PowerPoint, FrontPage, Access and Word. Fluent in English and Arabic; conversant in French. Willing to travel or relocate.

## PROFESSIONAL EXPERIENCE

AL-BARAKAH TRAVEL, TOURISM & AIR CARGO, Sharjah, UAE 2001 – 2006

### *General Manager*

- Generated business for agency; grew list of corporate clients and negotiated best fares for airline, hotel, tour and cargo packages for a variety of customers.
- Kept abreast with the latest industry trends by attending conventions and travel fairs frequently.
- Ensured the agency's efficient operation, complying with Civil Aviation Authority regulations.

TRANS WORLD AIRLINES, New York, NY

1984 – 2001

### *International In-Flight Service Manager* (1986 – 2001)

- Led preflight briefings with up to 21 flight attendants; communicated with flight operations dispatch about flight duration, weather condition, customer count and customers with special needs.
- Interacted consistently with captains, security staff, airport agents, operations dispatch and commissary personnel to insure a smooth flight.
- Managed in-flight operations; oversaw food and beverage service for up to 450 passengers, assigned flight attendant duties and made flight safety and service announcements in both Arabic and English.
- Identified and resolved in-flight conflicts and emergencies.
- Cleared destination country customs and immigration as necessary.

### *International Flight Attendant* (1985 – 1986)

- Served food and beverages, greeted passengers and ensured their safety and comfort.
- Interpreted for Arabic speaking passengers.

### *Reservation Sales Agent* (1984 – 1985)

- Searched and booked international and domestic airlines, hotel, car and cruise lines reservations.

## AWARDS

- The Civilian Desert Shield and Desert Storm Medal, *United States Air Force*, 1993
- Sales Agent of the Month – January, *Trans World Airlines Reservations Sales Department*, 1985

## EDUCATION & TRAINING

UNIVERSITY CENTER CESAR RITZ, Brig, Switzerland

*Post graduate Diploma in Hospitality & Tourism Management*, December 2006

TRANS WORLD TRAVEL COLLEGE, Kansas City, MO

*Certificate of Achievement, Flight Service Manager Training*, October 1986

*Diploma, Flight Attendant Qualification*, May 1985

*Diploma, Travel Agent and Reservations Sales Agent*, October 1983

*Certified Cruise Counselor, Cruise Lines International Association*, October 1983

## PROFESSIONAL AFFILIATIONS

- American Hotel and Lodging Association