



Personal details

<i>Name</i>	Ahmed Ibrahim Mandour
<i>Date of Birth</i>	17-07-1986
<i>Nationality</i>	Egyptian (Alexandria City)

Contact Details

<i>Address</i>	Ajman " united Arab Emirates "
<i>Mobile</i>	0562401289
<i>E-mail Address.</i>	Amandoor177@gmail.com

Education qualifications (certifications)

<i>University Degree</i>	Bachelor of Tourism & Hotels – 2008
<i>.Major</i>	Hotel Management
<i>Graduation year.</i>	2008 Certified & accredited from Alexandria University
<i>Estimate</i>	Good

Foreign language

- **Arabic:** Mother Tongue.
- **English:** Very Good.
- **Italy:** Good Reading & Write.

Training skills

(Courses & Training)

- Communication skills in (Hilton Alexandria Hotel)
- Strategic plans for Sales & Marketing - in (Four Seasons Alexandria Grand Plaza Hotel)
- Leadership development - in (Four Seasons Alexandria Grand Plaza Hotel)
- (**Diploma**) preparation of human resources specialist form (EPCON Institute 2008)
- (**Customer Service Strategies for Health Care industries**) Team powers in Kuwait TAIBA Hospital (2018)
- (**Health Care Public Relations skills**) American University in Kuwait (2019)

Work Experience

Hospitals Working Skills in Kuwait & Emirates

Working in Kuwait (Al Salam International Hospital) **CSR** in clinic's out patient .

Working in Kuwait (TAIBA Hospital) **CSR** for radiology department ... knows all the procedure and the protocols for MRI , CT SCAN , ULTRASOUND , XRAYs. for Radiology department from .

Working in Emirates (Amina Hospital Ajman as **CSR** Out patient Clinic's & Emergency.

Working in Emirates (Saudi German Hospital as **CSR** out patient Emergency & Clinic's from 1/02/2024 . Till now

Hotels Working Experience in Egypt & Kuwait.

Training in (Helnan Alexandria) 5* hotels - Public Relations – Front Office 2007-2008.

Training in (Hilton Alexandria) 5* hotels-Sales Coordinator 2008-2009.

Working in (Four Seasons San Stefano Grand Plaza Hotel) luxury and Over classification Hotels – (Sales Executive) Corporate & Travel Agent 2009-2014..

Working in (BEST WESTERN HOTELS Kuwait) Assistant night manager 2014 - 2016

Experience 10 years on Public Relations & Customer Service & sales and Marketing

Computer skills

- **Good user of MS office, windows XP , Internet, outlook**
- **(Good experience for Medical System for the Hospitals)**
- **(Opera system for 5 stars hotels & resorts)**

Personal Skills

1. Ability to work under pressure
2. Ability to work as an effective team member
3. Ability to work individually and as co-operative
4. Ability to work in different condition

I hereby declare that the above information about me provided to you is completely true

Sincerely yours

AHMED MNDOUR