

Mahmoud Gouda Metwally

▪ Phone: +971 50 903 1466 ▪ Email: Mahmoud_Gouda@Live.com

▪ Online Portfolio: MGouda.net ▪ LinkedIn ID: MahGouda

Project Management, Aviation Training. OCC Operations. Performance Management.

- **Trusted senior trainer:** Learning & Development, Aviation Facilitator, Performance Manager with 10+ years of international and UAE experience, operational, compliance, and audit as defined by the General civil aviation authority (GCAA). Adept at design, development, and delivery of training for flight crew and cabin crew. Demonstrated influence in training needs analysis. Subject matter expert in the principles, practices, methods, and procedures of safety and efficiency conduct of air pilots and cabin crew training in accordance with the relevant Civil Aviation Regulations and applicable requirements.
- **High-performance leader:** Strategic leader with a reputation for motivating instructors and inspiring teams through the fast and efficient implementation of Civil Aviation Regulations and innovations that raise revenues and service levels, decrease costs, and improve efficiencies.
- **Reliable and resourceful visionary:** Solutions-oriented trainer, Enforcing Compliance, strategies, and forming strategic alliances with employees, partners, and stakeholders.
- **Customer-focused:** My passion for luxury travel spans cultures and customs. Inspired me to create warm and sophisticated experiences for those seeking a richer perspective on the world, promote service excellence initiatives across the airline and identify training gaps to enhance the guest experience.
- **Technologically Proficient:** With 8+ years of IT background, hands-on experience with Microsoft Office 365, Video, Photo editing, content design. Basic hardware, and software troubleshooting. Basic Knowledge of programming languages (C, Java, XML)
- **Project management:** Implementing the framework to guide your team to success includes your team objectives, tools, and techniques over the long term and your day-to-day work.

SKILLS & COMPETENCIES

- | | | |
|---------------------------------------|---------------------------------|----------------------------------|
| ▪ Microsoft Office 365 Expert | ▪ Interpersonal Skills | ▪ Video Editing |
| ▪ 2D Graphic Design | ▪ Safety & Emergency Procedures | ▪ Analytical skills |
| ▪ Adobe Photoshop | ▪ Content Design | ▪ Team Builder & Influencer |
| ▪ Leadership and Hospitality Training | ▪ Performance management | ▪ Human Factors training |
| ▪ Building Customer Loyalty | ▪ Aviation Training | ▪ Standard Aviation Procedure |
| ▪ Customer Experience | ▪ Resolving Technical Issues | ▪ Written & Verbal Communication |
| ▪ Bilingual Customer Support | ▪ Detailed Oriented | ▪ Attention to Detail |
| ▪ Time Management | ▪ Fast Learner | ▪ Active Listening Skills |
| | ▪ Client Centricity Oriented | ▪ Positive Attitude |

PROFESSIONAL HISTORY

WIZZ AIR

Crew Controller

Abu Dhabi, UAE

APRIL 2023– Present

At WIZZ we believe in a future where everyone has the freedom to travel. It is this vision that motivates us daily and rewards our increasingly diverse team dedicated to achieving it. We work hard, we have fun, and we get things done. For some, the sky is the limit, for us, the sky is where the fun begins.

- Participates in identifying improvements/adjustments required in the current processes or procedures, and in the productivity, systems used by the team, e.g., crew management system, communication tools, reporting tools.
- Responsible and accountable for identifying safety risks in accordance with risk assessment process and ensures that adequate risk mitigation steps are appropriately implemented to ascertain safety within the workplace.
- Always maintain safe and compliant rosters, in line with legal requirements, Crew contracts, and company policies
- Keeping up to date with the latest rule sets, protocols, and systems updates
- Takes responsibility for a strong safety culture reporting incident.
- Keep the operation teams informed of crew disruption that could impact on the programme.
- Liaising with the rostering and training delivery teams to ensure roster disruption is captured and training re-planned.
- Escalating disruptive or safety events to the Accountable Manager, Network Duty Manager, and wider business.
- Re-crewing uncovered flight duties within 72 hours of operation period in line with regulatory requirements, agreements and Wizz air business rules.
- Applying judgement and experience when making necessary roster changes, including Operational robustness, cost, and Crew lifestyle considerations (such as FRM, Roster Stability, Crew Preferences, fair work distribution and minimal positioning)
- Providing cross-functional support for other Operational and Planning teams during times of need

Project Manager

JULY 2022– MAR 2023

- Actively participates in implementing company safety policy and departmental standards and procedures.
- Attending regular meetings with the GCAA and the National Emergency Crisis and Disasters Management on behalf of Wizz Air.
- Implemented Communicable Diseases Policy standards for all airline staff.
- Implementation of any appropriate measures in accordance with the regulations set by the GCAA, and/or any other relevant regulatory entities.
- Liaison with regulatory authority on all matters concerning flight operations, including any variations to the Wizz Air Program.
- Ensured compliance to any joint efforts or collaboration required by the appropriate health authorities, including contact tracing, as applicable.
- Developed and monitored appropriate processes to achieve the communicable diseases management program objectives.
- Provided access to GCAA in terms of data, records, facilities, and equipment including those to service providers.
- Referred any personnel or passenger, who has committed a violation, to any regulation to the concerned UAE authorities.
- Ultimately responsible to the Accountable Manager to ensure the uniform application of preventive measures and emergency response planning (ERP) throughout Wizz Air systems.
- Responsible for coordinating with other stakeholders, such as Appropriate Health Authorities, and Airport Operators.
- Responsible for coordinating between GCAA and Quality Assurance and Compliance Teams.

ETIHAD AIRWAYS

Abu Dhabi, UAE

Crew Trainer, Examiner

NOV 2014– MAR 2022

Aviation is constantly changing; we are at the front of that change. While working with Cabin & Flight Crews in the field, we must interact with operational personnel, senior managers, and departmental heads throughout the organization. Fostering positive relationships with regulatory authorities, agencies, and service providers outside the organization.

- Training a multi-national base of 5000+ cabin & flight crew observing diversity and inclusion.
- Assists in the improvement of the hazard identification and safety risk assessment schemes and the organization's SMS.
- Demonstrates an excellent safety behavior and attitude, follows regulatory practices and rules, recognizes, and Promotes hazard reporting and ensures effective safety reporting.
- Developing new training programs semi-annually for Flight Crew as required by the regulatory bodies.
- Building strong working relationships with various department heads on the base by arranging meetings and demonstrating excellent resource management skills.
- Managing the performance of the crew to promote consistency in standards of safety and customer service.
- Models and promotes an organizational culture that fosters safety practices through effective leadership.
- Design, development, and delivery of CRM, Human Factors, Aviation Health, Security, and Safety training for Cabin Crew and Flight Crew in accordance with authority regulation and compliance.
- Ensuring to follow the International Air Transport Association (IATA) Operational Safety Audit (IOSA) Standards Manual (ISM) for operational safety Audits as an internationally recognized and accepted evaluation system.
- Designing and delivering courses to promote teamwork, communication, and leadership skills between all flight crew personnel.
- Acts as an information conduit to bring safety issues to the attention of management and to deliver safety information to the organization's staff, contractors, and stakeholders.
- Instructional techniques training for newly appointed and existing instructors.
- Provides and articulates information regarding safety issues within the organization.
- Represents the organization on government, international organization and industry committees.

Senior Crew Member

NOV 2010– MAR 2022

Ultimately responsible for the safety and security of my crew and every guest onboard the flight. monitor crew performance and provide information to and from the flight operation management to improve safety and guest experience and crew performance.

- Manage and supervise all cabin operations activities.
 - Ensure that all company, applicable international, and national requirements for flight safety and security are met.
 - Establish cabin procedures and guest service techniques to improve cabin crew performance.
 - Process incident reports and any irregularities to recommend remedial action in cooperation with the Nominated procedures.
 - Stay abreast of guests' requirements to ensure safe operation and keep up to date with cabin-related industry developments.
 - Cooperate with the Technical Operations regarding cabin-related issues, such as safety equipment, and cooperate in improving technical installations in the cabin to improve passenger safety and comfort.
 - Perform other special duties, as may be required by the Flight Operations
 - Maintain proper documentation.
 - Always Providing excellent customer service. And our role included inspiring our guests, displaying a high degree of motivation, enthusiasm, and commitment in everything we do.
 - Conducting a safety and security checks
-

Technical Support Specialist

SEP 2009– NOV 2010

Etisalat Group's mission is to provide a best-in-class total customer experience domestically and internationally. A customer-facing role, providing Systems Support for multiple clients. Work in a team-based environment with the ability to function with independent discretion. Provide systems support for end client systems, including troubleshooting, diagnosing, resolving, and documenting.

- Provide UAE Home/Business subscribers with technical support troubleshooting for any Internet, Web hosting, Online services related complaints, or issues.
- Dealing with all GPON, IP TV, IP Telephony, and Broadband networks.
- Escalates Individual cases, General outages, and suspected outages to the concerned teams/department whenever needed.
- Handles internal and external customer inquiries on the telephone providing accurate and pertinent information according to the contact center guidelines and quality standards in the required section Average handling time.
- Effectively interprets the needs of the customers, maintains, and enhances standards of quality for the services offered.
- Builds a customer relationship/partnership, which adds value to the customer leading to a long-term profitable relationship while keeping SLA at the required section target.

ADDITIONAL EXPERIENCE

Technical Support Supervisor – Customer Service 2008-2009	GULFSIP TELECOM	Alexandria, Egypt
Technical Support Supervisor – Customer Service 2007-2008	TELEPLUS	Alexandria, Egypt
IT Administrator / Network Administrator 2006-2007	MAKASEB ISLAMIC FINANCIAL SERVICE	Cairo, Egypt
Network Administrator / IT Instructor (Part-time) 2005-2006	INTEGRATED SYSTEM ENGINEERING	Alexandria, Egypt

EDUCATION

Bachelor of Business Administration & Information Systems Management,
High institute for computer and information systems, Alexandria University, Egypt | 2003 – 2007

LICENSES, TRAINING & CERTIFICATIONS**Aviation:**

- Crew Resource Management Instructor (CRMI)
- GCAA Designated Cabin Crew Examiner (“DCCE-0231”)
- Crew Control Flight Time Limitations (FTL)
- Human Performance Limitation (HPL)
- Safety Management Systems (SMS)
- Dangerous Goods Cat11 (DG)
- Aviation Security Trainer

Training:

- Train the Trainer (TTT)

Aircraft Type Rated

- A320/21, A350, A330/340, B777/ B787

First Aid

First aid trained to deal with the most common medical emergencies onboard an Aircraft.

- GCAA First Aid Instructor (No “203”)
- Heartsaver First Aid CPR AED

