Mahmoud Gouda Metwally

▪ Phone: +971 50 903 1466 ▪ Email: Mahmoud_Gouda@Live.com
▪ Online Portfolio: MGouda.net ▪ LinkedIn ID: MahGouda

Project Management, Aviation Training. Operations Control. 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
- 2D Graphic Design
- Adobe Photoshop
- Leadership and Hospitality Training
- Building Customer Loyalty
- Customer Experience
- Bilingual Customer Support
- Time Management

- Interpersonal Skills
- Safety & Emergency Procedures
- Content Design
- Performance management
- Aviation Training
- Resolving Technical Issues
- Detailed Oriented
- Fast Learner
- Client Centricity Oriented

- Video Editing
- Analytical skills
- Team Builder & Influencer
- Human Factors training
- Standard Aviation Procedure
- Written & Verbal Communication
- Attention to Detail
- Active Listening Skills
- Positive Attitude

PROFESSIONAL HISTORY

WIZZ AIR ABU DHABI   Abu Dhabi, UAE
Senior Crew Controller & FTL Instructor.   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.

- Led a team of four Crew Controllers, overseeing goal setting, roster strategy, performance tracking, and process enhancements to improve operational efficiency.
- Developed Crew Control training programs and recurrent training, trained and mentored new team members with structured feedback cycles.
- AIMS, AIRCOM, and CAE trained; regularly utilized systems expertise to troubleshoot issues and improve operational continuity.
- 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.
- 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.
- 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

WIZZ AIR ABU DHABI
Abu Dhabi, UAE

Project Manager
JULY 2022– PRESENT

As Project Manager for the Communicable Disease Management Programme (CDMP) Manual, I was responsible for overseeing the successful planning, coordination, and execution of a critical regulatory documentation initiative. My role required close collaboration with internal departments and external authorities to ensure the manual met operational needs and complied with national aviation and health regulations.

- Led the end-to-end project management of the CDMP Manual revision and implementation for Wizz Air Abu Dhabi, aligning with regulatory requirements issued by the UAE GCAA, including CAR CDMP Issue 02 and latest communicable disease advisories (e.g., Mpox, COVID-19).
- Coordinated cross-functional teams, including Safety, Compliance, Medical, Ground Operations, and Flight Operations, to ensure comprehensive input and accurate representation of disease mitigation procedures in operational manuals.
- Integrated internal audit findings and regulatory gap analyses into updated manual content, driving corrective actions and policy enhancements to maintain full regulatory compliance and operational readiness.
- Developed standardized templates and formatting structures to ensure future-proof documentation across all disease-specific appendices, ensuring clarity, usability, and consistency with aviation documentation standards.
- Managed stakeholder communication with regulatory authorities, health bodies, and internal leadership to obtain feedback, approvals, and ensure alignment with broader airline safety and emergency response strategies.
- Oversaw change management and version control, tracking manual updates, documenting rationale for changes, and referencing all revisions to authoritative source material and audit findings.
- Prepared training materials and quick-reference guides derived from the manual content for use by frontline staff, including cabin crew and ground handlers, to ensure effective implementation of communicable disease protocols.

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.
- 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.

ETIHAD AIRWAYS
Abu Dhabi, UAE

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
- 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.

Technical Support Specialist

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

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

Training:
- Train the Trainer (TTT)

Aircraft Type Rated
- A320/21, A350, A330/340, B777/ B787