

Mahmoud Gouda Metwally | Abu Dhabi, UAE

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PROJECT MANAGEMENT. AVIATION TRAINING. OPERATIONS CONTROL. PERFORMANCE MANAGEMENT.

- **Trusted senior trainer:** Experienced Aviation, Hospitality, and Leadership Facilitator. Performance Manager with 10+ years in L&D, and regulatory compliance across UAE and international operations. Skilled in designing and delivering aligned training, driving cross-functional initiatives, and forming strategic alliances to promote safety, performance, and operational excellence.
- **High-performance leader:** Strategic leader known for motivating teams and driving efficient implementation of Civil Aviation Regulations to improve service, reduce costs, and boost operational performance.
- **Customer-focused:** Professional with a passion for luxury and cross-cultural service, dedicated to enhancing guest experience through service excellence initiatives and targeted training improvements.
- **Technologically Proficient:** with 8+ years of IT experience, including Office 365, content design, video/photo editing, basic troubleshooting, and foundational knowledge of C, Java, and 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

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|---------------------------------------|---------------------------------|-----------------------------|
| ▪ Microsoft Office 365 Expert | ▪ Safety & Emergency Procedures | ▪ Team Builder & Influencer |
| ▪ 2D Graphic Design | ▪ Content Design | ▪ Human Factors training |
| ▪ Leadership and Hospitality Training | ▪ Performance management | ▪ Attention to Detail |
| ▪ Customer Experience | ▪ Aviation Training | ▪ AIMS, CAE, and AIRCOM |
| ▪ Bilingual Customer Support | ▪ Resolving Technical Issues | ▪ Fast learner |
| | ▪ Video Editing | |

PROFESSIONAL HISTORY

ABU DHABI HOSPITALITY ACADEMY - LES ROCHES

Senior Learning Development Specialist

Abu Dhabi, UAE

SEP 2025 – PRESENT

At Les Roches, a leading global hospitality management institution, I deliver impactful training and leadership development programs tailored for hospitality professionals, students, and executives.

- Design and facilitate learning interventions on leadership, teamwork, communication, and customer experience, applying adult learning principles and interactive techniques.
- Develop training materials, multimedia presentations, and trainer guides aligned with Les Roches' values of service excellence, innovation, and distinctiveness.
- Coach and mentor diverse groups, including junior managers, supervisors, and academic staff, fostering cross-industry leadership skills.
- Collaborate with industry partners (hospitality groups, aviation, luxury brands) to integrate real-world case studies and applied learning into delivery training.
- Conduct evaluations and feedback loops to ensure measurable learning outcomes and continuous program improvement.
- Represent the academy in external forums, strengthening brand presence and building long-term professional relationships.

WIZZ AIR ABU DHABI

Senior Crew Controller & FTL Instructor.

Abu Dhabi, UAE

APR 2023– SEP 2025

At Wizz Air, we believe in making travel accessible for everyone. Our diverse team is driven by innovation, operational excellence, and a shared passion for aviation.

- Led a team of Crew Controllers, managing performance goals, roster strategy, and process improvements to optimize operational efficiency.
- Designed and delivered Crew Control training programs; mentored new team members with structured feedback.
- Utilized AIMS, AIRCOM, and CAE expertise to resolve system issues and support continuous operations.
- Identified improvements in crew management tools, communication systems, and reporting workflows.
- Assessed safety risks and implemented mitigation measures in line with the risk assessment process.
- Communicated crew disruptions to operations teams and coordinated with rostering/training for re-planning.
- Escalated safety or operational issues to senior leadership as needed.
- Applied sound judgment in making roster adjustments, balancing safety, cost, and crew wellbeing (FRM, preferences, stability).
- Provided cross-functional support to operational and planning teams during high-demand periods.

Project Manager, Regulatory Training & Compliance

JULY 2022– SEP 2025

Led the planning, coordination, and execution of the Communicable Disease Management Programme (CDMP) project, ensuring compliance with national aviation and health regulations through close collaboration with internal stakeholders and external authorities.

- Led end-to-end project management of the CDMP Manual revision, aligning with UAE GCAA (CAR CDMP) and emerging health advisories (e.g., Mpox, COVID-19).
- Coordinated input from Safety, Compliance, Medical, Ground, and Flight Ops to ensure accurate and operationally integrated procedures.
- Incorporated audit findings and gap analyses to drive regulatory compliance and policy enhancements.
- Created standardized templates and formatting for future-proof documentation across disease-specific appendices.
- Managed stakeholder communication with regulators, health bodies, and leadership for alignment and approvals.
- Oversaw version control, change tracking, and documentation of all revisions with source references.
- Developed training and quick-reference materials to support frontline implementation of disease protocols.

ETIHAD AIRWAYS

Abu Dhabi, UAE

Crew Trainer, Examiner

NOV 2010– MAR 2022

Aviation is ever-evolving, and we operate at the forefront of that change—collaborating with cabin and flight crews, operational teams, senior leadership, and external regulatory authorities to ensure alignment and excellence across the organization.

- Designed and delivered CRM, Human Factors, Safety, Aviation Health, and Security training aligned with GCAA and IOSA standards.
- Trained 5000+ multinational cabin and flight crew, promoting diversity, inclusion, and regulatory compliance.
- Developed new flight crew training programs semi-annually based on regulatory requirements.
- Strengthened safety culture through SMS enhancement, hazard reporting, and performance management.
- Conducted instructor development and team-building courses to foster communication and leadership.
- Collaborated with department heads and represented the organization in industry and regulatory forums.
- Supervised and managed all cabin operations activities in compliance with international and national aviation requirements as the Senior Crew Member onboard Etihad Airways Aircrafts

ETISALAT

Ajman, UAE

Technical Support Specialist

SEP 2009– NOV 2010

In a customer-facing role at Etisalat, provided end-user systems support, including troubleshooting, diagnostics, and issue resolution. Operated in a team-based environment while exercising independent judgment to ensure a best-in-class customer experience.

- Provided technical support to UAE home and business subscribers for Internet, IPTV, web hosting, and broadband services.
- Handled GPON, IP Telephony, and network troubleshooting; escalated outages and critical cases as needed.
- Managed customer inquiries per contact center guidelines, ensuring accuracy, service quality, and adherence to SLA targets.
- Interpreted customers need effectively to maintain high service standards and foster long-term relationships.

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, Management Information Systems,**

High institute for computer and information systems, Ministry of Higher Education, Egypt | 2003 – 2007

LICENSES, TRAINING & CERTIFICATIONS

GCAA Cabin Crew Examiner (DCCE-0231) | Crew Resource Management Instructor (CRMI) | FTL Instructor | Safety Management Systems | Dangerous Goods Cat 11 | A320/21, A350, A330/340, B777/B787 Type Rated | Aviation Security | GCAA First Aid Instructor | Train the Trainer | Heartsaver CPR & AED

