



{CV}

OSSAMA KAMEL

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THE WHO

FULL NAME

OSSAMA KAMEL NASR DAUD

DATE OF BIRTH: JULY 25TH, 1970

PLACE OF BIRTH: ALEXANDRIA, EGYPT

NATIONALITY: EGYPTIAN

MILITARY STATUS: COMPLETED

ADDRESS

6 ANBA YOUNCE STREET. APT. NO. 2
CAMP CAESAR, ALEXANDRIA. EGYPT

THE GOAL

I am ready to take a leadership position and ensure that every guest's experience exceeds the guests' expectations.

It may seem obvious that service is a primary objective in the hotel business, but how that service is delivered sets one apart. I call it an exchange of mutual respect performed with an attitude of kindness.

I focused on ensuring today's luxury consumers – from travellers to locals alike – experience the highest standards of quality and the unmatched level of service that they have come to expect in every interaction.

THE EXPERIENCE

JUNE 2021 - PRESENT

ENTERPRISE LOCAL NETWORK CORPORATION

PEOPLE AND CULTURE DIRECTOR | EGYPT

A culture carrier, expressing “**elInco** | Egypt” brand values through daily interactions with guests, owners and business partners

- **Human Resources & Management:** Harnessed the understanding of Egyptian cultural insights to drive the agency's local hiring.
- **Logistics (Events):** Responsible for producing IoT events, including Showcase Egypt, CIO Breakfast Tour, EGYCXO Executive Roundtable, and the IoT Olympian Competition.
- Participate in regional conference calls, reporting to the Chief Visionary Officer in Canada.

FEBRUARY 2019 - JUNE 2019

KAHRAMANA BEACH RESORT | BALBAA GROUP

FRONT DESK MANAGER

Managed and led Front of House operations of a 178 Chalets property that achieved an exceptional consumer experience that led the market.

- In collaboration with other executive leadership team members, I was involved in all touchpoints of the **guest experience**, from the brand's hotels, resorts, restaurants, bars and spas to the growing B&G residential portfolio and product extensions.
- Elevated the **front-desk operation** and strengthened team collaboration and empathy, consistently bringing staff together to drive meaningful impact.
- Partook in necessary property renovations.



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THE EXPERIENCE CONTINUED

MARCH 2004 - NOVEMBER 2014

FORT ARABESQUE RESORT, SPA & VILLAS

NIGHT HOTEL MANAGER

I joined the company as a **Front Desk Clerk**, then after further assignments, was promoted to **Shift Leader** and then **Senior Receptionist**.

In 2005, I moved up to **Assistant Front Office Manager** before earning the **Duty Manager** position.

In 2007, I became the **Night Hotel Manager** overseeing a portfolio of additional development projects focused on providing guests with an exceptional service experience unmatched in the industry.

JULY 2002 - MARCH 2004

MINISTRY OF CULTURE | EGYPT

INFORMATION TECHNOLOGY OFFICER

Responsible for facilitating the execution and providing IT support during all phases of club projects, focusing on the end-of-plan development, review of technical documents, and administration.

THE EDUCATION

1992 - 1996

BACHELOR OF COMPUTER AND COMMERCIAL SCIENCE

HIOCCS - CAIRO UNIVERSITY

LANGUAGES

ARABIC: NATIVE LANGUAGE
FRENCH: FLUENT (WRITTEN & SPOKEN)
ENGLISH: GOOD (WRITTEN & SPOKEN)
ITALIAN: FAIR (SPOKEN)

THE EXPERTISE

Enterpenuralship • Hospitality Management • Event Management • Front Office • Concierge Services • Guest Service Management • Guest Recovery • Pre-opening Experience • Employee Training • Hiring • Up-selling • Multi-Site Operations • Risk Management • Property Management Systems • Reservation & CRM Systems • Hotels & Resorts • Banquets • Restaurants & Catering • Fine Dining

THE INSIGHT

- **Words to live by:** *If you enjoy what you do and the people you do it with, then there's nothing you can't accomplish.*
- **Philosophy on travel:** *There are trips, and then there are vacations. For trips, I focus on a new place, going sightseeing and doing things I've never done before. Vacations, on the other hand, are about relaxing, staying in one place, reading, playing and having fun.*
- **Best friends for life:** *I've known close friends since elementary school, and we still get together to appreciate great foods and drinks as often as possible.*
- **For the devotion of beauty:** *Happy to spend hours in museums and galleries; particularly treasures abstract expressionism.*
- **Leadership and purpose:** *I firmly believe the "how" is as important as the "what" for both aspire to enable people to bring their true-self to work.*

THE REFERENCE

MR. FADI ISHAC

GROUP GENERAL MANAGER

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MR. MOHAMED SAMIR

HUMAN RESOURCE MANAGER

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