

# Personal Profile

<b>Mamdouh I. M. A. Issa</b>	
<b>Contact Data</b>	Address: 302 T, Hadayek el-Ahram, Haram, 12522, Giza, Egypt. Tel: +202 33901221 / Mob: +2010 04052722, +2010 64770880 e-mail: <a href="mailto:mamdouh.issa@ahdo.co">mamdouh.issa@ahdo.co</a> ;
<b>Personal Information</b>	Date of Birth: 13.03.1978, Marital Status: married, 2 children (2004 & 2009), Military Status: full exempted, Nationality: Egyptian



## Summary

An eighteen years' experience in the field of food safety and hygiene including a pre-opening experience with a unique qualifications of being HABC-UK registered and CIEH-UK accredited tutor to deliver 100% of all Food Safety and HACCP levels in all specialties; Catering, Manufacturing & Retails in Africa. Supported by a professional Master Degree in Food Safety & Quality Assurance; HACCP the Process Approach Implementation in Food Service Establishments & Retails, with an excellent general grade. A Firenze University – Italy certified in the European Food Safety Standards and Legislations Philosophy with a practical educational training on the International Institute of Agriculture, Food and Agriculture Organization – United Nations (FAO), and Codex Alimentarius Commission – United Nations. National Quality Institute Tutor. A Harvard University - USA Manage Mentor Certified. Additionally, an IHG International Accredited Trainer. Established, implemented, trained, audited and/or consulted many universities, food service establishments, factories and retails, in addition to many food safety & quality assurance bodies in Middle East and Europe. Delivered many international specialized Food Safety and Food Safety Management Systems training programs, lectures and workshops around the Middle East, Africa and Europe, and for trainees from all over the world; Latin America, Africa, Arab World and Asia, Also International Organizations like Arab Planning Institute and Save the Children. Delivered many TV and Radio interviews, in addition to, many newspapers and magazines articles.

## Objective

A challenging career opportunity as a regional Food Safety and Hygiene Consultant, Translator and/or Tutor.

## Employment History

<b>Company</b>	AHDO - Arab Health & Development Corporation, headquarter, Cairo, Egypt <a href="http://www.ahdo.co">www.ahdo.co</a>
<b>Dates</b>	01.04.2015 till present
<b>Role title</b>	Managing Director
<b>Key Achievements</b>	<p>And work as a Food Safety &amp; Hygiene Consultant and Tutor; for all the integrated food safety sectors; Hygiene &amp; Hospitality, Manufacturing Smart Solutions, Arab Training Academy, and Pest Management. Key of achievements;</p> <ul style="list-style-type: none"> <li>○ Arab Planning Institute;</li> <li>○ Katameya Heights Golf &amp; Tennis Resort;</li> <li>○ Movenpick Hotels &amp; Residences Nairobi;</li> <li>○ Nile Ritz Carleton Hotel;</li> <li>○ Four Seasons Hotel Cairo First Residence;</li> <li>○ Accor Hotels</li> <li>○ Future University in Egypt;</li> <li>○ Nile Air;</li> <li>○ Embassy of Kingdom of Saudi Arabia in Egypt;</li> <li>○ American University in Cairo;</li> </ul>

	<ul style="list-style-type: none"> <li>○ Egyptian Health Technologist Syndicate;</li> <li>○ InterContinental Hotel Group;</li> <li>○ Astrum Markets – IKIA &amp; Cilantro Supplier;</li> <li>○ Chamber of Food Industries;</li> <li>○ Tabakh Al-Freej Restaurants – Kuwait;</li> <li>○ Alcatel Lucent;</li> <li>○ Fruit Republic Factory;</li> <li>○ Safir Hotels;</li> <li>○ Milano Pasta Factory;</li> <li>○ Sale Sucre Pastries (All branches);</li> <li>○ La Poire Factories;</li> <li>○ La Poire Cafés;</li> <li>○ Beano’s;</li> <li>○ Saudi German Hospital;</li> <li>○ Volo’s Italian &amp; Mexican Restaurant;</li> <li>○ Savola Factory;</li> <li>○ Tube Factory;</li> <li>○ Fairuz Express restaurant;</li> <li>○ Al-Azhar University, Faculty of Science;</li> <li>○ Melt Bites Restaurants;</li> <li>○ Kitchen Moves for Catering;</li> <li>○ 6<sup>th</sup> of October University Hospital;</li> <li>○ Doner Pacha Restaurants;</li> <li>○ Borg el-Hamam Restaurant; and etc...</li> </ul>
<b>Company</b>	Quality Arabia – Doha, Qatar <a href="http://www.qualityarabia.com">www.qualityarabia.com</a>
<b>Dates</b>	19.12.2015 till present
<b>Role title</b>	Freelance Food Safety & Hygiene Consultant & Tutor
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>○ Performed HACCP the process approach to the following restaurants: <ul style="list-style-type: none"> <li>• Dean &amp; David Restaurant – Pearl, Doha, Qatar;</li> <li>• Dean &amp; David Restaurant - Izdan;</li> <li>• Loumy – Al-Ahly Hospital, Doha;</li> </ul> </li> <li>○ Conducted Level 3 Award in Supervising HACCP in Catering for UBD Company, Doha, Qatar.</li> <li>○ Conducted Food Safety Management System Effective Implementation in Food Service Establishments Workshop in the following Hotels: <ul style="list-style-type: none"> <li>• City Centre Rotana Doha</li> <li>• Four Seasons Hotel Doha</li> <li>• Wyndham Grand Regency Doha</li> </ul> </li> </ul>
<b>Company</b>	Semiramis InterContinental – Cairo <a href="http://www.ihg.com">www.ihg.com</a>
<b>Dates</b>	01.01.2015 till 12.05.2019
<b>Role title</b>	Senior Food Safety and Hygiene Manager
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>○ HABC-UK registered tutor (for ALL food safety &amp; HACCP related international accredited training programs levels and in all specialties (catering, manufacturing &amp; retails).</li> <li>○ Certified SGS-IHG AMEA Food Safety Management System Audit Program (HACCP), November 2015.</li> <li>○ Achieved the SGS Trophy for the excellent food hygiene practice, for the year 2015 for the seventh time and sixth consecutive years. Accordingly gained the Merit.</li> <li>○ The last IHG head office audits on the Food Safety Management System, based on HACCP, reported no single major non-conformance, graded us</li> </ul>

	<p>advanced &amp; labelled green and scored 96.1% overall score and 100% in the food safety management system documentation.</p> <ul style="list-style-type: none"> <li>○ Exceeded the SGS Excellency level of score 80% by achieving over 90s% average last 7 years scores.</li> <li>○ All the food handlers (100%) are trained &amp; certified on Level 2 Award in Food Hygiene training programs (CIEH &amp; IHG).</li> <li>○ Trained the Ministry of Tourism New Hired Inspectors of the Food Safety Management System (HACCP Implementation in Food Service Establishments (Semiramis case study). As we were chosen as the best example for implementing Food Safety Management System in Cairo.</li> </ul> <p><b>Personal Awards and Thanks Letters:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Awarded "You've been GREAT"</b> for the year 2016.</li> <li>▪ Received a <b>"Thank Letter"</b> from the GM &amp; EAM for the outstanding achievement during 2016.</li> <li>▪ Received a <b>"Thanks Letter"</b> for the OUTSTANDING efforts led to very successful standards evaluations and EXCEPTIONAL accomplishment during 2015.</li> <li>▪ Received a <b>"Thanks Letter"</b> from the Ministry of Tourism – Hotels &amp; Touristic Establishments Sector, for the successful holding and contribution in on-job and off-job the training program modified for the New Hired Inspectors Training Program, Dec. 2015</li> <li>▪ <b>All</b> my performance reviews ratings, including my leadership competencies and personal KPOs, reflected outstanding achievements.</li> </ul>
<b>Company</b>	SGS Egypt Ltd. <a href="http://www.sgs.com.eg">www.sgs.com.eg</a>
<b>Dates</b>	01.04.2013 till present
<b>Role title</b>	Freelance Food Safety Consultant, Auditor & Tutor
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>○ Americana Co. (KOKI Factory) – 10th of Ramadan City, Sharquia (Conducted HABC International HACCP Level 4 Award in Management for Manufacturing)</li> <li>○ Sukary Gold Mines (SGM) – Marsa Alam, Red Sea (Conducted food safety training programs and provided consultation);</li> <li>○ Smart Village (Vodafone) – 6th of October, Giza (Conducted Level 2 Award in Catering); and</li> <li>○ Saint Gobain Glass Factory – Sukhna, Suez (Performed Food Safety Audit)</li> </ul>
<b>Company</b>	Semiramis InterContinental – Cairo <a href="http://www.ihg.com">www.ihg.com</a>
<b>Dates</b>	01.06.2008 till 31.12.2014
<b>Role title</b>	Food Safety and Hygiene Manager
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>▪ Upgraded the IHG Food Safety Management System based on HACCP to fit HACCP the Process Approach which should be implemented in the Food Service Establishments &amp; Retails. HACCP Plan is set and fully implemented, established monitoring procedures, on-going verification, periodic validation and records keeping. <ul style="list-style-type: none"> <li>○ Certified by SGS-IHG for the effective implementation of Food Safety Management System (HACCP), November 2014.</li> <li>○ Achieved the SGS Trophy for the excellent food hygiene practice, for the years; 2008, 2010, 2011, 2012, 2013 &amp; 2014 for the first time in Semiramis.</li> <li>○ Semiramis chefs won the FOOD HYGIENE TROPHYS (single one &amp; team one) of the last "HACE Hotel Expo 2012" - Live Cooking Competition, October 2012, and the second top scorer Jan. 2014.</li> <li>○ Scored 90% which exceeded the highest grade in implementing Food Safety standard as per the EHA, Egyptian Hotels Association / HIIS.</li> <li>○ The last 2 IHG head office audits on the Food Safety Management System, based on HACCP, reported no single major non-conformance,</li> </ul> </li> </ul>

graded us advanced & labelled green and scored between 96%:98%.

- Food safety audits conducted by A&K, Johnson Diversey Consulting, Gulliver Travel, Public Health Dept. for the cruise lines, Akron Egypt Co., and American embassy have resulted very positive comments on the food safety standard in place and maintained.
- Exceeded the SGS Excellency level of score 80% by achieving over 90s% average last 7 years scores.
- Created a strong Food Safety Training Policy, includes the following training programs:
  - 1) Food Hygiene Awareness (2 hours);
  - 2) Personal Hygiene (2 hours);
  - 3) Cleaning and Disinfection (2 hours);
  - 4) Cross Contamination (2 hours);
  - 5) Basic Food Hygiene (4 hours);
  - 6) Level 1 Award in Food Hygiene - CIEH criteria (1 full day);
  - 7) Level 2 Award in Food Hygiene - CIEH criteria (2 full days);
  - 8) Level 3 Award in Supervising Food Safety in Catering – CIEH criteria (4 days training), conducted for the first time in Egypt on 2009;
  - 9) HACCP Awareness (2 full day); and
  - 10) HACCP Implementation, The Process Approach (5 full days)
- All the food handlers (100%) are well trained on these food safety & hygiene training programs, records, quizzes and certificates are available.
- Trained 56 food safety fresh graduates, Banha University - faculty of veterinary medicine (almost all food safety department fresh graduates), for 4 consecutive years (2011, 2012, 2013 & 2014) for the ministry of tourism interest. As we were chosen as a good example for implementing Food Safety Management System in Cairo.
- Trained IC Al-Jubail, KSA, Sous Chef, on the food safety management system and on Level 2 Award in Food Hygiene.
- Trained IC Taba Resort HACCP Coordinator on the HACCP Food Safety system, documentation & in practice and on Intermediate Food Hygiene Level 3 Award in Supervising Food Safety.
- Trained IC Taba Resort Quality Control Manager on the HACCP Food Safety system, documentation & in practice for a full week.
- Created the material (PPT) and conducted one hour Swine Flu Awareness training course for around 650 employees.
- Created the material (PPT) and TNT material, and conducted one hour Corona Virus Disease Awareness training course for all hotel employees.
- Prepared the eat-well plate presentation for the Healthy food for the Get Well Committee to improve colleagues' health.

#### **Taskforces:**

- Taskforces to InterContinental Taba Heights Resort, during 2010, trained - on job - their Food Safety & Hygiene Coordinator on the internal food hygiene audit techniques & how to set the needed action plan to effectively implement the IHG HACCP based Food Safety System. In addition to train off-job their Department Heads on Food Safety Level 1 Award. And conducted internal audits to all food handling areas, and left my recommendation for good practice

#### **Personal Awards and Thanks Letters:**

- **Awarded "Our Multiskilling Champion Trainer"** for the year 2014.
- Received a **"Thanks Letter"** for the OUTSTANDING efforts led to very successful standards evaluations and EXCEPTIONAL accomplishment during 2013 and 2014.
- **Awarded "You've been GREAT"** for commitment to the InterContinental Hotels Group (IHG) AMBITION # 1 Program reflected on the Brand Safety Standard on June 2014.

	<ul style="list-style-type: none"> <li>▪ Received a <b>"Thanks Letter"</b> from the Ministry of Tourism – Hotels &amp; Touristic Establishments Sector, for the successful holding and contribution in on-job and off-job the training program modified for the Fresh Food Control Graduates Training Program, April 2014</li> <li>▪ Received a <b>"Thanks Letter"</b> for Bringing InterContinental to Life and Make it Memorable for sharing establishing the hotel magazine "Shababik" and writing 2 monthly articles, August 2012.</li> <li>▪ <b>Awarded "You're a star"</b> for delivering Our InterContinental Brand Service Standard, as I made Mr &amp; Mrs Dawson's stay Memorable at the Semiramis InterContinental on April 2012.</li> <li>▪ <b>Awarded "In Recognition for 5 years of Loyal Service"</b> by Semiramis InterContinental – Cairo on 31.12.2011</li> <li>▪ <b>Nominated for 2010 Middle East Hotelier Awards.</b></li> <li>▪ <b>Nominated for the IHG MEA Award for the years 2009 &amp; 2010.</b></li> <li>▪ Received a <b>"Recognition Letter"</b> from SGS Egypt Ltd. for the Great Concern, the Continuous Efforts and Following up FSMS which fruitfully results the Hotel having 2008 SGS Trophy for the first time in Semiramis InterContinental.</li> <li>▪ Selected to be <b>a part of the hotel talent pool</b> since 2008.</li> <li>▪ <b>Awarded "You're a star"</b> as a F&amp;B team member for achieving "Food and Beverage Excellence 2008 EMEA Awards" by the IHG headquarter Europe Middle East and Africa.</li> <li>▪ <b>All</b> my performance reviews ratings, including my leadership competencies and personal KPOs, reflected outstanding achievements.</li> </ul>
<b>Company</b>	Semiramis InterContinental – Cairo <a href="http://www.ihg.com">www.ihg.com</a>
<b>Dates</b>	02.05.2006 to 31.05.2008
<b>Role title</b>	Food Hygiene Coordinator
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>▪ IHG HACCP Food Safety Standard is implemented, recorded &amp; filed. And the new updated HACCP standard implemented too.</li> <li>▪ SGS score year to date 93% which is over the targeted goal. And the last year 2007 score achieved was 88.5% which is over the targeted goal too. And the year before 2006 score achieved the targeted goal for the first time in Semiramis IC.</li> <li>▪ IHG Head office annual quality evaluation – audited by Ms Andrea Deans (Quality Evaluation Consultant - score was 96% for cleanliness and 90% for condition of the back of the house.</li> <li>▪ Food Hygiene Audit by AIRMILES by Mr. B. W. Butler, Senior consultant for International Safety Services Ltd ISS, grade achieved was 3 which is the highest grade given to highest Food Hygiene standard maintained.</li> <li>▪ Trained 164 food handler staff member on the Essentials of Food Hygiene – for 2.5 hours per session and with handouts distributed and quiz for all trainees on the year 2007. And 75 food handler staff member for 3.5 hours each session as it's enhanced with a Brief Introduction to HACCP &amp; On-Job trainings.</li> <li>▪ <b>Taskforce</b> to InterContinental Taba heights Resort to train all the food handlers &amp; set all the needed action plans to implement the HACCP company standard from 22.10.07 till 03.11.07 done successfully and received a "Thanks Letter" for from InterContinental Taba Heights Resort's GM Mr Franck Naulleau.</li> </ul>
<b>Company</b>	Mena House Oberoi Hotel – Giza <a href="http://www.oberoihotels.com">www.oberoihotels.com</a>
<b>Dates</b>	01.02.2003 to 01.05.2006
<b>Role title</b>	F&B Admin. Assistant i/c of Food Hygiene (with an administration exposure)
<b>Key Achievements</b>	<ul style="list-style-type: none"> <li>▪ Translate, communicate, coordinate, set the action plans and follow up SGS or E-Cristal, Travelling Agencies Food Hygiene Audits &amp; Authorities Inspections to all concerned team members in order to improve higher audits score/positive inspection comments.</li> </ul>



## Other Specialised Qualifications, Experiences and Skills:

### **FIRSTLY: FOOD SAFETY & HYGIENE ONES:**

- **8th International Course on Alternative Methods for Reduction of Pesticide Use** held by the International Agricultural Research and Training Centre (UTAEM), Turkey.  
**Izmir, Turkey, 15th – 19th Oct. 2018**
- **4th International Course on Food Safety and Additives** held by the International Agricultural Research and Training Centre (UTAEM), Turkey.  
**Izmir, Turkey, 8th – 22nd Sep. 2017**
- **European Food Safety Standards & Legislation Philosophy Postgraduate Studies** held by the University of Florence, Italy. It covers the followings:
  - a. European Food Law, textbook
  - b. EU Regulations number: 178/2002, 852/2004, 853/2004 and 854/2004.
  - c. Site visits to the following organizations:
    - i. International Institute of Agriculture Law, in Florence.
    - ii. Food and Agriculture Organization of the UN (FAO), in Rome.
    - iii. Codex Alimentarius Commission, in Rome.

Scored excellent grade and certified by the University of Florence, Italy.  
**Florence, Italy, Feb. till Mar. 2013**
- **Professional Master Degree in Food Safety & Quality Assurance** held by Cairo University & University of Florence, Italy, based on the following International programs:
  - a. Master degree program "Safety in the Food Chain" (SIFC-066-451), University of Natural Resources and Applied Life Sciences, Vienna.
  - b. Master of "Food Safety", Norwegian School of Veterinary Science, Norway.
  - c. Master of "Food Safety and Quality Assurance", Department of Food Science, University of Guelph, Canada.

### **Achieved, the first top scorer, the only excellent grade at the whole studying semesters which included the following subjects:**

1. Integrated Quality Management systems; ISO 22000 (Food Safety Management System), ISO 9001 (Quality Management System), ISO 14001 (Environmental Management System), OHSAS 18001 (Occupational Health and Safety Management System), ISO 19011 (Internal Auditing), Application of Risk Management based on ISO 14971:2009, CE Marking, Introduction to Total Quality Management (TQM), and Lean Management
  2. Introduction to Food Safety and Consumer Health
  3. Food Laws & Regulations; Local, International, Regional and Global. Included Egyptian laws, USDA, USFDA, USFI, HALAL Standard, Codex Alimentarius (FAO & WHO commission)
  4. Food Recent Technology; in dairy and other foods
  5. English Language and Scientific Writing
  6. Foodborne diseases
  7. Food Inspection Techniques, theoretical & practical at the Public Authority for Imports & Exports Inspection at Cairo & Alexandria Branches.
  8. Food Analysis, theoretical & practical.
  9. Food Microbiology
  10. Information Technology
  11. Applied Statistics
  12. Food Preservation Techniques
  13. Pest Management
  14. Food Contaminants
  15. GMP - Good Manufacturing Practice
  16. HACCP – Hazard Analysis and Critical Control Point (Product & Process Approaches)  
**Cairo, Egypt, Oct. 2010 – May 2013**
- **Accredited Labs & Food Safety Workshop**, held by PCIQA, FSQC and Cairo University and held at the Faculty of Agriculture, Cairo University.  
**Cairo, Egypt, 7<sup>th</sup> Nov. 2011**

- **GOEIC Food Test Labs**, practical approach, held at and by General Organization for Export and Imports Control, Ministry of Trade and Industry, branches of Headquarter, Cairo Airport, and Dekheila, Alexandria.  
On-job training covered the following:
  - \* Pesticide Residue Lab
  - \* Trace Element Lab
  - \* Visual Inspection Lab
  - \* Toxin (Aflatoxin) Lab
  - \* Microbiological Lab
  - \* Food Chemistry Lab
  - \* Cereals Tests Lab

**Cairo & Alexandria, Egypt, 23<sup>rd</sup> & 30<sup>th</sup> May 2011**
- **U.S Food and Drugs Administration (FDA) Workshop on "Food Safety, Quality & Regulations"**, organized by the American Chamber in Egypt, held at Cairo Marriott Hotel  
**Cairo, Egypt, 23<sup>rd</sup> Sep. 2010**
- **Pest Control**, held at and certified by National Research Centre of Egypt.  
Course programme covered the following:
  - Food industry pests & types (rodents, insects, birds & mites)
  - Pest Controls: 1) Environmental; 2) Physical; 3) Chemical (pesticides & techniques)
  - Integrated Pest Management

**Cairo, Egypt, 01<sup>st</sup> – 05<sup>th</sup> August 2010**
- **Food Supervising, Nutrition, Safety, Regulations & Practical Approaches, in Hotels, Hospitals & Dormitories** held at Ain Shams University and certified by UUVS – United Universal for Veterinary Services  
**Cairo, Egypt, 18<sup>th</sup> – 20<sup>th</sup> April 2010**
- **Applied Food and Water Microbiology – Analysis Practical Approach**, held at SGS Central Lab and certified by SGS Egypt.  
Course programme included the following:
  - I) Theoretical Part:
    - Quality procedures;
      - a. Training of the microbiological lab staff
      - b. Performance of the test
      - c. Methods;                    1) Enumeration (Pour plate / Spreading)    2) Detection
      - d. Instrument & equipment
      - e. Glassware & plastic ware
      - f. Reference culture
      - g. Media & reagents:
        - 1) Differential 2) Selective 3) Non selective 4) Differential & selective
      - h. Sample handling
      - i. Housekeeping programme
      - j. Reading & uncertainty
      - k. Waste management
      - l. Improvement
    - ISO 17025 Laboratories Quality Standard
    - Testing Reference Methods:
      - a. ISO standards                    b. Internal SOP                    c. International books
  - II) Practical Part:
    - 1. *Salmonella SPP* detecting
    - 2. *Escherichia coli SPP* testing
    - 3. *Staphylococcus aureus*
    - 4. *Coliform*
    - 5. TPC (water and food)
    - 6. *Bacillus cereus*
    - 7. *Listeria monocytogenes* detecting
    - 8. *Clostridium SPP* testing
    - 9. *Legionella* testing
    - 10. *Enterobacteriaceae*

**Cairo, Egypt, 24<sup>th</sup> Feb. – 04<sup>th</sup> March 2010**
- **Codex HACCP Internal Auditing Course based on International Standard ISO 19011:2002 (E)**, held at Holiday Inn Dubai Downtown, and certified by Safe Hand Foodtech Consultants  
**Dubai, UAE, 23<sup>rd</sup> & 24<sup>th</sup> June 2009**
- **International CIEH-UK Level 4 Award in Managing Food Safety in Catering** Training Course, the highest international food safety level, held at Crowne Plaza Dubai, certificated and **accredited by the Chartered Institute of Environmental Health**

### **(CIEH) United Kingdom.**

#### Course material included the following topics:

- Microbiology,
- Food poisoning,
- Food-borne diseases,
- Food contamination & control,
- The storage & temperature control of food,
- Food spoilage & preservation,
- Personal hygiene,
- Training & education of food handlers,
- The design & construction of food premises,
- The design of equipment,
- Cleaning & disinfection,
- Pest control,
- Control & monitoring of food standards & operations,
- Food safety legislation,
- Food processing.

#### Course Assignments (Scientific Researches):

- Food Safety Management System; practical implementation in addition to a case study (55 pages).
- Temperature Control; attached with a case study (26 pages).

(Certified in this course and accordingly as an International trainer for "Level 3 Award in Supervising Food Safety" training program from CIEH, United Kingdom)

**Dubai, UAE, Sep. 2008 - May 2009**

- **HACCP in Practice Training Course**, held and certified by SGS Egypt LTD  
**Cairo, Egypt, 16<sup>th</sup> – 18<sup>th</sup> Apr. 2006**
- Cleaning & Disinfection Chemicals in use, held by Ecolab Egypt  
**Cairo, Egypt, Nov. 2006**
- Basic Food Hygiene Training Course, held at Mena House Oberoi by E-Cristal Middle East  
**Cairo, Egypt, Feb. 2006**
- Essentials of Food Hygiene Training Course, held at Mena House Oberoi by SGS Egypt LTD  
**Cairo, Egypt, Oct. 2004**

### **SECONDLY: TRAIN THE TRAINER TRAININGS:**

- Managing Training & Development (MTD) - Part (II), held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 22<sup>nd</sup> – 24<sup>th</sup> Jan. 2007**
- Managing Training & Development (MTD) - Part (I), held at & certified by Semiramis InterContinental – Cairo (Techniques of planning and making the most of your people, whilst gaining more time and efficiency for yourself)  
**Cairo, Egypt, 18<sup>th</sup> – 20<sup>th</sup> Dec. 2006**
- Group Training Certificate Program (GTC) – Off job trainer certificate, held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 04<sup>th</sup> – 06<sup>th</sup> Dec. 2006**
- Craft Training Certificate Course (CTC) – On job trainer certificate, held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 27<sup>th</sup> – 29<sup>th</sup> Nov. 2006**

### **THIRDLY: QUALITY AND OCCUPATIONAL HEALTH & SAFETY TRAININGS:**

- IHG Managing Brand Safety Standard Training Programs and Qualifications, held by IHG and/or CIEH – UK, online training programs, and certified by IHG.

#### Course certified programmes included the following:

- Quality Evaluation Manager (QEM) for Quality Consultants
- Quality Evaluation Manager (QEM) for Hotel Management
- Managing Health & Safety
- Managing Fire Safety
- Introduction to Risk Management for Safe Hotel
- Introduction for Information Security

- Managing Fraud
- Managing Risk in the Corporate Environment
- Crisis Management
- Management of Food Safety
- Controlling the Risk of Legionnaire's Disease
- Management of Leisure Safety
- Foundation Health & Safety (Level 2)
- Human Rights

**Online, Apr. till Dec. 2015**

- Occupational Health & Safety Committee Training Program, Held and certified by National Institute for Occupational Health and Safety (NIOSH), at Semiramis InterContinental Cairo **Cairo, Egypt, 2<sup>nd</sup> Nov. – 5<sup>th</sup> Nov. 2014**
- [ISO 15189, Medical Laboratories Quality Management System](#) held at Asuit University and certified by ESQ, Egyptian Society for Quality and UOSCS. **Asuit, Egypt, 16<sup>st</sup> – 19<sup>th</sup> November 2011**
- Occupational Health & Safety Committee Training Program, Held and certified by National Institute for Occupational Health and Safety, at Semiramis InterContinental Cairo **Cairo, Egypt, 31<sup>st</sup> Oct. – 4<sup>th</sup> Nov. 2010**
- Health & Safety Modules to the hospitality industry, EHA Check Safety First Initiative, held at Nile Hilton Hotel, by E-Cristal Middle East & Egyptian Hotels Association.
  - a. Risk management systems of health & safety
  - b. HACCP, Food safety risk management system
  - c. Legionella safety management system
  - d. Fire safety management system
  - e. Swimming pool water safety
  - f. Potable water safety

**Cairo, Egypt, Jan. 2007**
- Occupational Health & Safety Management Systems Auditor / Lead Auditor Training Course, held at SGS Egypt LTD, and certified by the International Register of Certificated Auditors (IRCA), SGS United Kingdom LTD, Systems & Certification and British Quality Foundation. **Cairo, Egypt, 07<sup>th</sup> – 11<sup>th</sup> May 2006**

**FINALY: MANAGEMENT, COMPUTER and LANGUAGE SKILLS and QUALIFICATIONS:**

- **Manage Mentor Harvard University** held by Harvard University - USA, online training programs, and certified by Harvard Business Publishing & IHG Academy. Course certified programmes included the following:
  - Team Management
  - Change Management
  - Strategic Thinking
  - Project Management
  - Process Improvement
  - Business Plan Development
  - Business Case Development
  - Developing Employees
  - Team Leadership
  - Stress Management
  - Goal Setting
  - Managing Upward
  - Strategy Execution
  - Presentation Skills
  - Innovation and Creativity
  - Career Management
  - Customer Focus
  - Coaching
  - Feedback Essentials
  - Budgeting

**Online, Feb. 2014 till Feb. 2015**
- Code of Conduct, online training, held & certified by IHG Academy. **Online, 07<sup>th</sup> Apr. 2014**

- Leadership Competencies Framework, held at & by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 31<sup>st</sup> Mar. 2013**
- Accelerated Leadership Development Program (ALDP), Solving Everyday Problems Workshop , Module 3, held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 19<sup>th</sup> Nov. 2012**
- Competency Based Interview Workshop - CBI, held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 14<sup>th</sup> Nov. 2012**
- Accelerated Leadership Development Program (ALDP), Building Great Teams Workshop, Module 9, held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 24<sup>th</sup> Oct. 2012**
- You Bring it to Life "Engagement Programme", held at & certified by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 4<sup>th</sup> Jan. 2011**
- Time Management, held at Semiramis InterContinental – Cairo, held & certified by American Chamber in Egypt,  
**Cairo, Egypt, 22<sup>nd</sup> July 2010**
- How To Be A Great Supervisor, held at & by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 3<sup>rd</sup> Mar. 2009**
- Adapting to change Training (Who Moved My Cheese?), held at & by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 28<sup>th</sup> July 2009**
- Accelerated Leadership Development Program (ALDP), Leadership Fundamental, Module 1, held at & by Semiramis InterContinental – Cairo  
**Cairo, Egypt, 12<sup>th</sup> – 13<sup>th</sup> Nov. 2008**
- **ICDL**, International Computer Driving License: computer training program including; Introduction, Windows, Word, Excel, Access Data Base, Power Point and Internet & Outlook Express, held at Semiramis InterContinental – Cairo, by CDH Computer Science Co. and Certified by the UNESCO  
**Cairo, Egypt, July – Sep. 2008**
- **English Translation Diploma** (Consecutive and At sight Translation, and Interpretation), Cairo University, Faculty of Arts, English department, Post-Graduate Section, General degree: Very Good  
**Cairo, Egypt, 2004 – 2006**
- **Economics Master's Degree Preparation** - Al-Azhar University, Faculty of Commerce, Economics department, Post-Graduate Section  
**Cairo, Egypt, 2000 – 2002**
- **Bachelor of Commerce, Economics Department** (4 years study), general grade: very good (86%), excellent in economics subjects the ninth top scorer, Al-Azhar University, Faculty of Commerce, Economics Department  
**Cairo, Egypt, 1996 - 2000**
- **MHO Training Programs:**

<ol style="list-style-type: none"> <li>1. Handling guest complaint</li> <li>2. Customer complaints and types of customers</li> <li>3. Customer service skills on the telephone</li> <li>4. Answering the phone professionally</li> <li>5. The importance of effective communication</li> <li>6. Why communications skills are so important</li> <li>7. The communications Process</li> <li>8. How to lead and manage people</li> <li>9. Hospitality tips for hotel personnel</li> <li>10. Why the guest complains during the F&amp;B service?</li> </ol>	<ol style="list-style-type: none"> <li>11. Guest Relations</li> <li>12. Time management</li> <li>13. Body language tips</li> <li>14. Telemarketing</li> <li>15. How to handle stress</li> <li>16. Opportunity</li> <li>17. Food cost sessions</li> <li>18. Personal hygiene</li> <li>19. Standard phrases</li> </ol>
--	--

**Mena House Oberoi, Cairo, Egypt, Feb. 2003 - Apr. 2006**

#### **OTHER PRACTICAL SKILLS & PERSONAL TRAITS:**

- Ability to translate from English into Arabic and vice versa

- Ability to conduct feasibility studies (Investment Economies)
- Demonstrated good PC skills including proficiency in a variety of software packages (Windows, Word, Excel, Power Point, Access, Outlook Express, Internet, Personnel Administration Programs and Fidelio)
- Math skills for purpose of checking figures for accuracy
- Interpersonal and communicational, problem solving skills & techniques
- Knowledgeable to economics, accounting, business administration, politics, history and philosophy
- Realistic, investigative, open minded, social and decision maker

<b>LANGUAGES SPOKEN:</b>	Languages	Spoken	Written
	Arabic	Mother tongue	Mother tongue
	English	Proficiency	Proficiency
	Spanish	Slight	Slight
	Italian	Slight	Slight

### Key Publications and Social Responsibility

- Al-Ahram Newspaper & Al-Araby Magazine, one of the most popular daily newspapers in Egypt, in addition to all the Egyptian public and private newspapers and magazines and some Arab and African news agencies, food safety articles series during 2016, 2017 and 2019.
- TV and Radio channels many interviews giving a speech or interviews concerning food safety and hygiene issues; i.e. DMC, Dream TV, Nile Family TV, Education radio, 90/90 radio, etc...
- UTEAM, Izmir, Turkey HACCP Implementation Approaches Session, September 2017.
- Faculty of Science, Al-Azhar University, FSMS & HACCP Implementations Workshops, 2016 – 2017.
- Akhbar el-Youm Newspaper, one of the most popular daily newspapers in Egypt, food safety articles series during 2012.
- International Rotary Club Food Safety Awareness Session, Safir Cairo Hotel, February 2012
- Food Safety Awareness Session, Haraneya Club, Giza, January 2012
- Shababik Magazine food safety articles series 2011:2013, titled "Your Health in Your Hands".
- Yearly participate in Global Handwashing day through AHDO's Social Responsibility Handwashing Campaigns'