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| MaiHaikal |

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| Professional Translator/Tour Guide***Words build bridges, connecting worlds.*** |

*Born in Cairo to a bi-lingual family, I grew up speaking Arabic and German. I spent my school education at the German School and learned English as a foreign language. I'm familiar with both the middle eastern & western mentalities & cultures and love to connect them through my words. Being a Tour Guide & Translator goes together perfectly to serve this passion.*

# Skills

|  |  |
| --- | --- |
| * Advanced language & cultural knowledge
* Advanced writing, computing & CAT skills
* Good communication & client focused
 | * Accessible, affordable, dependable
* Excellent time & self-management
* Avid learner & researcher
 |

# Experience

### 1992 - 1998

## German-English Tour Leader/Guide / LTU Touristic Service, Germany

Responsible for the sightseeing & organization of the tour.

### 1996 - 1998

## German-English Tour Leader/Guide / Helios Reisen München, Germany

Responsible for the sightseeing & organization of the tour.

2000 -

**Senior Tour Leader/Guide & Program Manager/ Studiosus Reisen München GmbH, Germany**

 **Studiosus** is Europe's leading Travel Agency specialized in cultural tourism.

* Responsible for the sightseeing & organization of the tour
* Work directly with the Area Manager on the itineraries, tour budget
* Inspection of hotels and Nile cruises
* Reading guest complaints and discussing them with the area manager to work out solutions
* Providing ground information & suggestions to the management regarding the firm's marketing strategies

# Education

## 1987 – 1991

## Bachelor of Touristic Guidance (Honors)

#### Faculty of Tourism & Hotel Management

#### Helwan University/Cairo-Egypt

The subjects were in German, English & Arabic. I studied the different civilizations of the Middle East in the ancient times, ranging from history, art, archeology and religion to present times.

### 1987

## The German Language Diploma

#### Ministry for Education & Cultural Affairs of the States of the Federal Republic of Germany)

The required certification to be able to continue the education in a university in Germany.

1973 - 1987

## High School Diploma

*Deutsche Schule der Borromäerinnen (DSB) /Cairo*

Throughout my whole school education, I studied all the main subjects in German according to the German curricula, in addition English & French were my second & third foreign languages, since German & Arabic are my native languages. Subjects taught in Arabic were according to the Egyptian education system. I graduated my Diploma with a 78% grade.

# Activities

## Mini-Certificate in Groundwork in Simultaneous Interpreting, EN>AR>EN

#### American University in Cairo (AUC)

## 1998-1999

**Prerequisite Studies for the Master degree in Touristic Guidance**

*Faculty of Tourism & Hotel Management/Helwan University/Cairo*

**1992 - 1993**

## Certificate of Intercultural Instructor Basic

#### Institute for Tourism and Development/ Ammerland, Germany

**2002**

## Certificate of Xpert Cultural Communication Skills/Basic & Professional

#### Bayerischer Hochvolksschulverband, Munich-Germany

**2012**

**Member of the German Travel Association (DRV)**

**Travels**

Austria, Germany, Switzerland, France, Bosnia-Herzegovina, Croatia, Spain, Andorra, Italy, Greece, Turkey, Poland, Kingdom of Saudi-Arabia, Syria, Libya, Dubai, Jordan, Lebanon, Morocco