

# Redouane

Director of Household & Family  
Operations



## Personal Information

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Birthdate                    | 1986                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Zodiac sign                  | Cancer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Nationality                  | — Morocco<br>(US Green card until 2036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Marital status, own children | Married, no children                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Place of Birth               | Morocco                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Location                     | USA, Los Angeles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Driving License              | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Have a car                   | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| About myself                 | <p>DIRECTOR OF RESIDENCES AND HOSPITALITY: Expert in Family Governance, Global Operations, and Diplomatic Protocol.</p> <p>Ensures absolute privacy and Lifestyle Continuity through the strategic deployment of Masttro, EstateSpace, and Nines to preserve asset longevity and multi-jurisdictional harmony.</p> <p>Skills</p> <ul style="list-style-type: none"> <li>- Principal liaison</li> <li>- Travel execution</li> <li>- Staff supervision</li> <li>- Asset custody</li> <li>- Wardrobe curation</li> <li>- Diplomatic protocol</li> <li>- Privacy management</li> <li>- Budget stewardship</li> <li>- Property readiness</li> </ul> |

## Education

|        |                                                                                  |
|--------|----------------------------------------------------------------------------------|
| - 2012 | Postgraduate degree, International Relations , , Cambridge International, UK     |
| - 2008 | International Hospitality Management , Bachelor's Degree, ISITT TANGIER, Morocco |

## Certificates

Other Certificates

Interprète du Patrimoine Agréé, Kingdom of Morocco, Ministry of tourism

## Working experience

**2018 - 2026**

**BEL AIR, USA / MONTE CARLO, MONACO.**

**Director of residencies**

**PRIVATE FAMILY OFFICE**

My role includes

- Direct 360° management of a \$650M portfolio centered around a 40,000 sq. ft. Bel Air estate and a Monte Carlo penthouse.
- Oversee 55+ multinational staff, ensuring protocol-perfect transitions and absolute discretion across all jurisdictions.
- Leverage EstateSpace\* and Masttro for institutional asset lifecycle management.
- Led a \$35M structural restoration of a 17th-century heritage asset, managing international craftsmen and sensitive planning permissions.
- Liaison for the Ambassador to France for high-security hosting and state-level hospitality.

Additional information:

- Developed and enforced extensive SOPs and protocols to ensure consistent execution across all departments
- Produce monthly, weekly, and annual reports for full transparency and strategic alignment
- Currently finalizing transition as principal relocates to Monte Carlo
- Core philosophy: principal never feels staff presence - only sees flawless results
- Conduct daily follow-ups, inspections, staff training, and regular team meetings
- Grandchildren visit frequently - manage school transportation, school bills, kids' meals, and nanny training when they come to the house

**2014 - 2018**

**CHIPPING NORTON, UK / GSTAAD, CHE / PORTO CERVO, ITA.**

**ESTATE DIRECTOR**

My role includes

- Managed 24/7 operations across residence hubs, specializing in high-frequency alpine and coastal seasonal transitions.
- Implemented centralized digital household manuals and reporting structures to move away from legacy paper-based systems.
- Oversaw the acquisition of a 75m superyacht, managing crew integration and Mediterranean operational standards.

**2010 - 2014**

## NEWMARKET, UK / VALLETTA, MLT / RIYADH, SAU.

### SENIOR ESTATE MANAGER

#### PRIVATE FAMILY ESTATE

##### My role includes

Governed a diverse heritage portfolio including a coastal Maltese palazzo and a Grade-I listed country estate in the East of England.

Transformed traditional domestic service into a bespoke hospitality model through the first implementation of formal SOPs.

Coordinated complex regional logistics for Mediterranean assets and high-security diplomatic compounds in Riyadh.

## 2009 - 2010

### ST. JEAN CAP FERRAT, FRA / DOHA, QAT.

#### HOUSEHOLD MANAGER

#### PRIVATE DIPLOMATIC RESIDENCE

##### My role includes

Provided high-level administrative and operational support for a prominent international diplomat within the Franco-Qatari diplomatic corridor.

Managed complex event logistics and hospitality for visiting dignitaries and high-ranking government officials across residences in Paris and the Gulf region.

## 2008 - 2010

### MARRAKESH, MAR.

#### JUNIOR PROPERTY MANAGER

#### LA MAMOUNIA

##### My role includes

Coordinated hospitality and facilities standards within one of the world's most prestigious luxury hotel environments.

Supported the management of high-profile guest suites and private villas, ensuring the highest level of detail for international dignitaries.

## Health

Smoker

No

## Additional information

English

C2 - Fluent

French

C2 - Fluent

Arabic

C2 - Fluent

Personal characteristics

Responsible, reliable, positive, experienced, loyal, patient

|            |                                                                                                                                                                                                                                                                                                                   |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key skills | Ability to adapt to all kind of situations quickly. Ability to work under pressure or stressful conditions. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. High profile family experience. 24/7 full time working experience |
| ID         | 33246                                                                                                                                                                                                                                                                                                             |

**Excellent references available on request**