

Nazanin Amirzade

Tourism and Hospitality | Amsterdam/ the Netherlands | nazanin.amirzade72@gmail.com | 0620886506 | LinkedIn:
Nazanin Amirzade

Profile

With 7 years of experience in tourism and hospitality, I've thrived in roles from Front office Supervisor at Inntel Hotel Amsterdam Landmark, Operational Manager at a well-known travel agency in my city to Tour operator and guide there. My career has been driven by a passion for connecting with people from diverse cultures and backgrounds, enhancing customer experiences and service standards across the board. I've successfully managed multicultural teams and navigated the challenges of market expansion and product positioning, drawing on my experiences as a hotel supervisor and tour guide/operator. My interest in fostering cultural exchanges and managing diverse guest interactions fuels my ambition to tackle new challenges in the industry.

Experience

Front Office Agent/ Inntel Hotel Amsterdam landmark (Jun 2023- Present)

reservation handling/ conflict resolution/ utilizing Opera PMS for guest management, updates, and report generation.

Operation Manager/ Sirang Travel Agency (Jan 2020-Jul 2022)

Initiatives in service delivery/team leadership/ financial management/ strategic planning/ and risk management Resulting in enhanced customer satisfaction, staff morale, profitability, market growth, and resilience against COVID-19 impacts.

Tour Operator and Guide, Sirang Travel Agency (Nov. 2017-Jan 2020)

Designed innovative travel packages/Digitalization/ Participated in a novel SMS marketing program "Heartful".

Front Office Supervisor Espinas Palace Hotel (Nov 2017-Sep 2018)

Expertise in problem-solving, leadership, team training, daily operations management, cross-departmental collaboration, budgeting, and inventory control.

Education

Master in Tourism Destination Management, Breda University of Applied Sciences-the Netherlands Sep 2022 - Sep 2023

Master in Tourism Marketing and Management, Semnan University. Sep 2017- Nov 2019

Bachelor in English Language and Literature, The University of Neyshabur. Sep 2012- May 2016

Skills

Opera (PMS) | Amadeus (GDS) | Canva | WordPress | MS

Microsoft | SPSS | UX Design | Sabre | CRM

Languages

English (Professional)/ Turkish (Intermediate)

Publication

Najjarzadeh, M., Amirzade, N., & Zarch, M. R. A. (2022). Tourism Brokers' Perspective on Turkey's Image: Marketing Communications and Subjective Norms as Mediators. *Enlightening Tourism. A Path making Journal*, 12(1), 33-69.

Certificate

World Tourism Guide (Internship + Courses)/ Oct 2017-Jan 2018

The Ministry of Cultural Heritage, Handicraft and Tourism Authorization, Semnan.

Projects

Amsterdam Museum District Possible Future Scenario (Amsterdam- Feb 2023)

Chiang Mai Riverside- Probable Future (Thailand- Marc. 2023)

Tanjung Bungah- A Community-Focused Future (Preferable Future), (Malaysia- Penang- Apr/May 2023)

Conducted a comprehensive assessment of the current strategic position of the respective destinations and identified potential areas for future development. Provided actionable recommendations to support our stakeholder groups in realizing their envisioned future goals and enhancing the strategic standing of the stakeholder group within each destination.