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 Barcelona, Spain

## Education

**MSc. in Sustainable tourism destination & regional tourism planning**

EAE Business School, Barcelona/ University of Lleida (2020-2021)

**Title of thesis:** Business Plan, GREEN MILE - The Sustainable Online Travel Agency  
**Supervisor:** Dr. Montserrat Crespi Vallbona

**BSc. in Tourism Management**

University of Science and Culture, Tehran, Iran (2012 - 2016)

## Expertise

- Tour operation & management
- Corporate travel program management
- Supplier relationship management
- Customer service & incident management
- Tour package development & sales
- Sustainable tourism planning & consultancy
- Environmental impact reduction in tourism

## Language

- English (proficient)
- Spanish (B1)
- Persian (Native)

# SABA SHAFIEE

Sustainable tourism destination & regional tourism planning

## Profile

I am a dedicated and experienced in tourism industry with a Master's degree in Sustainable Tourism, Destination, and Regional Tourism Planning. I have a strong background in tourism management and planning, and I am passionate about reducing the environmental impact of the tourism industry. With 10 years of experience in the tourism industry, I have worked as a Guest House Manager and manager assistant in 5stars hotel, Supervisor of Sales Consultant, Senior Travel Consultant, and Sustainable Travel Consultant. I am seeking a challenging role where I can contribute my skills in strategic planning, team leadership, and creative problem-solving to achieve business objectives.

## Work Experience

### Immigration consultant:

- 2021 - 2023
1. **casa trebol cuatro** (Barcelona, Spain)
  2. **Hostal Manager Guesthouse Bruc** (Barcelona, Spain)
    - Managed reservations, customer care, and guest support
    - Controlled bookings and shifts
    - Oversaw employee duties

### Supervisor of Sale Consultant Alibaba Online Travel Agency (Tehran, Iran)

- 2017 - 2019
- Supervised a sales team
  - Provided customer care and visa expertise
  - Planned tours and offered travel consultancy services

### Senior Travel Consultant Persian Travel (Tehran, Iran)

- 2016 - 2017
- Team working
  - Handled visa applications and collaborated with embassies
  - Planned tours and provided travel consultancy and sales services

### Hotel azadi Persian (Tehran, Iran)

- 2015 - 2016
- Guest service
  - Administrative support
  - Staff management
  - Operation coordination

### Sustainable Travel Consultant Amordad Tour (Tehran, Iran)

- 2014 - 2015
- Designed sustainable tours (e.g., ecotourism, rural tourism, agro-tourism)
  - Offered sustainable consulting services for green destinations and accommodations

## Additional Skills

- **Customer Service:** Strong communication, conflict resolution, empathy, and patience.
- **Organizational Skills:** Multitasking, time management, attention to detail, and scheduling.
- **Technical Proficiency:** Experience with hotel management software, payment processing, and basic computer skills.
- **Leadership:** Team management, training, problem-solving, and decision-making.
- **Sales and Marketing:** Upselling, marketing strategies, and event promotion.
- **Adaptability:** Flexibility with shifts and staying effective under pressure.