



Iman Dehestani

Work permit: Italian **Nationality:** Iranian **Date of birth:** 11/01/1993

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ABOUT MYSELF

Tourism and Hospitality graduate with hands-on experience in customer service, WordPress-based web development, and digital marketing. Passionate about integrating smart technology into the hospitality experience. Multilingual, adaptable, and ready to grow into roles with increased responsibility.

WORK EXPERIENCE

Rahian Safir Company – Tehran, Iran

City: Tehran | Country: Iran

Web content specialist

[01/01/2022 – Current]

- Created and managed engaging web content.
- Optimized content for SEO and user experience.
- Developed and maintained a content calendar.
- Collaborated with marketing and design teams.

Defensio – Rome, Italy

City: Rome | Country: Italy

Security professional

[07/08/2024 – 07/05/2025]

- Ensured a safe, calm, and guest-friendly environment for staff and customers
- Supported daily operations and collaborated with retail team
- Gained first-hand experience in international guest interaction
- Strengthened observational and conflict prevention skills in a fast-paced setting

Rahian Safir Company – Tehran, Iran

City: Tehran | Country: Iran

Tour coordinator

[06/04/2020 – 30/09/2022]

- Organized domestic/international tours and handled logistics.
- Provided top-tier customer support before and during trips.
- Led tour groups with real-time problem-solving and cultural briefings.

Rahian Safir Pars Giti, Group – Tehran, Iran

City: Tehran | Country: Iran

Web developers

[01/09/2021 – 01/01/2022]

- Designed and developed a WordPress website for an international exhibition agency.
- Managed site structure, plugin configuration, SEO optimization, and performance tracking.
- Regularly updated and maintained website content aligned with marketing campaigns.

Zentex Company – Tehran, Iran

City: Tehran | Country: Iran

Data entry coordinator

[10/06/2018 – 02/04/2020]

- Maintained accuracy in data input for private and academic clients.
- Managed records and basic customer communication via email

 **Sefer Restaurant** – Tehran, Iran

City: Tehran | Country: Iran

Waiter, Cashier

[09/07/2017 – 04/03/2018]

- Took customer orders and provided table service in a busy local restaurant.
- Handled cash and card payments accurately at the point of sale.
- Maintained cleanliness and supported the kitchen during peak hours.
- Developed strong customer service and time management skills.

EDUCATION AND TRAINING

Master's degree in Tourism Strategy, Cultural Heritage and Made in Italy

UNIVERSITÀ DEGLI STUDI DI ROMA TOR VERGATA [24/10/2022 – Current]

Address: Via Cracovia n.50, 00133 Roma (Italy) | Website: <https://web.uniroma2.it/>

Google Digital Marketing & E-commerce Professional Certificate

Coursera

Website: www.coursera.org | Level in EQF: EQF level 6

Bachelor of Tourism Management

Islamic Azad University of Tehran [03/02/2017 – 01/06/2022]

Address: Sima-ye-Iran St Payambar-e Azam Complex, 1468763785 Tehran (Iran)

LANGUAGE SKILLS

Mother tongue(s): Persian

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B1

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

SKILLS

enhance website visibility / web analytics / Microsoft Office / Good listener and communicator / Flexibility / Problem-solving / flexible / leadership / Wordpress / Attention to Details / Self-Motivation / Fast Learner & Adaptable