

MASSIMO (MAX) CONTI

Tour Leader | Travel Expert | Destination Representative

Worldwide availability | Verona, Italy | Born 2 August 1971



CONTACT

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AVAILABILITY

- Worldwide
- Year-round
- Short & long assignments
- Extended stays abroad
- Resident positions

LANGUAGES

Italian — Native
English — Fluent
French — Intermediate
Arabic — Basic
Dhivehi — Basic

QUALIFICATIONS

PADI Divemaster
Advanced VDS Pilot

MOBILITY

Italian driving licences A & B
International driving permit

PROFESSIONAL PROFILE

International tourism professional with direct Turisanda experience and several years of on-site work in Egypt, the Maldives, Greece and Tunisia. Background in destination assistance, group support, airport operations, travel logistics, excursions and guest relations. After nineteen years in restaurant management and entrepreneurship, I am now returning to international tourism with full year-round worldwide availability.

TOURISM EXPERIENCE

Destination Assistance & Tourism Operations 1995–1999

Turisanda | Egypt, Maldives, Greece, Tunisia

- Guest and group assistance, airport arrivals/departures, transfers and destination support.
- Accommodation and charter-flight logistics, coordinating with hotels, local agencies and other tour operator representatives.
- Excursion sales and accompaniment alongside local guides and suppliers.
- Management of travel disruptions, guest issues and critical situations in destination.
- Daily use of English in Italian and international working environments.

Resort Entertainer / Musician 1993–1995

Zingarò / Eurostaff | International resort destinations

Entered tourism through resort entertainment, combining live music, piano bar, guest engagement and support within small resort teams.

Travel Agent 1999–2001

T&C Viaggi – Turismo & Cultura | Verona, Italy

Travel consultancy, holiday product sales, booking support, destination information and liaison with tour operators and tourism suppliers.

Staff Recruitment & Selection 1999–2001

Progetto Staff | Verona, Italy

Candidate assessment and staff selection for tourism entertainment teams, focusing on communication, adaptability and team dynamics.

TARGET ROLES

- Tour Leader
- Travel Expert
- Destination Representative
- Tour Manager
- Travel Coordinator

TRAVEL EXPERIENCE

Independent travel throughout Europe and to the United States, Colombia, Morocco, Turkey, Russia and Svalbard.

EDUCATION

Hospitality School of Verona
Hotel & Catering Services – Kitchen Operations
1988

MANAGEMENT & CUSTOMER-FACING EXPERIENCE

Owner & General Manager 2010–2026

Umberto I Ristopizzeria | San Giovanni Lupatoto, Verona
Full responsibility for staff, operations, customer relations, suppliers and commercial management of an independent restaurant business.

Restaurant Director 2007–2010

Lupò Ristorante e Pizzeria | San Giovanni Lupatoto, Verona
Managed day-to-day restaurant operations, staff coordination, customer service and supplier relations.

Professional Musician / Piano Bar 1999–2007

Freelance
Live musician and singer, strengthening public communication, audience engagement and adaptability in customer-facing environments.

ADDITIONAL QUALIFICATIONS

PADI Divemaster — personal diving qualification providing strong familiarity with diving procedures and the practical needs of travellers on diving-focused holidays.

Advanced VDS Pilot – Powered Ultralight Aircraft — Italian advanced ultralight pilot qualification.

STRENGTHS FOR INTERNATIONAL ASSIGNMENTS

- Full flexibility regarding destination, duration and long-term residence abroad.
- Strong customer-facing and people-management background developed across tourism and hospitality.
- Calm, practical problem solving in changing or high-pressure situations.
- Comfortable working independently and with multicultural teams, suppliers and local partners.
- Fluent English and extensive experience with Italian travellers abroad.

CURRENT OBJECTIVE

Seeking opportunities as Tour Leader, Travel Expert, Destination Representative or Travel Coordinator, with particular interest in long-haul travel, extended assignments and resident positions.