

CURRICULUM VITAE

Issa Torres

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PROFILE (BIO)

Current position: Advisor Inclusive Economic Development

Education:

Master of Arts in Cultural Tourism, *Leeds Metropolitan University*, UK 2009

Masters in Project Management, *University for International Cooperation*, Costa Rica 2007-2009

International Master in Coastal Zone Management, *Polytechnic University of Catalonia*, Spain 2006

Diploma in Tourism in Natural and Rural Areas, *Polytechnic University of Valencia*, Spain 2005-2006

Bachelor Degree in Tourism, *Polytechnic University of Valencia*, Spain 2002-2006

Languages:

- Spanish and Catalan (mother tongue)
- English: professional fluency – C2 level
- French: professional fluency – C2 level
- Portuguese: professional fluency – C1 level

Profile statement:

Issa Torres is a sustainable tourism expert, with more than 14 years' experience in the public, private and academic sector, having worked in consultancy, research, project management and training and capacity building in the field of sustainable tourism, protected areas, cultural heritage, ecotourism and hospitality skills development.

KEY QUALIFICATIONS

Issa has participated in international projects in more than 20 countries funded by multiple organisations, including World Bank, Inter-American Development Bank, UNDP, UNESCO, European Travel Commission (ETC) and UNWTO, amongst others.

Issa is a Member of IUCN WCPA Tourism and Protected Areas Specialist Group, an Associate Member of ICOMOS International Cultural Tourism Committee, and Tourism Expert of the European Commission. She has contributed to publications for UNWTO, the World Bank, academic journals and books and presented at numerous conferences.

PROFESSIONAL EXPERIENCE

<p>Institution: Swisscontact Date: 03.2020 – present</p>	<p>Position: Sustainable Tourism Development Expert Advisor Inclusive Economic Development (since 01.2023)</p> <ul style="list-style-type: none"> - Technical advisor, thematic expert and implementation of several consultancy projects in tourism in Peru, Guyana, Kosovo, Morocco, Indonesia and Tunisia. - Collaborate in the coaching process of Swisscontact staff and external collaborators. - Bid coordinator and bid writer responsible for the technical approach and methodology for multiple proposals (IADB, WBG, UNDP) and for coaching teams for bidding, including relationship management with multiple partners and ensuring inputs are submitted in high quality and timely manner.
<p>Institution: European University of Valencia (Spain)</p>	<p>Position: Lecturer in Tourism Management Teaching in the Bachelor in Tourism (English language), incl.:</p> <ul style="list-style-type: none"> - Theory and History of Tourism and Leisure,

Date: 09.2019 – present	<ul style="list-style-type: none"> - Cultural Heritage Management, - Tourism Territorial Resources, - Ecotourism and Sustainability, and - Supervision of students' internships and degree thesis
Institution: Universitat Oberta de Catalunya (Spain) Date: 03.2018 – 03.2022	Position: Lecturer / Collaborator Teaching Master and Bachelor courses, including: <ul style="list-style-type: none"> - Tourism and cooperation - Tourism, culture and society - Structure of tourism markets - Supervision of master thesis
Institution: Various Date: Since 2015	Position: Tourism Consultant Consultant for various projects in the areas of: Training & Skills development; Tourism Planning and Development; Evaluation; and Tourism & Marketing Research (<i>see details in section below</i>).
Institution: Sustainable Travel International Date: 06.2016 – 12-2017	Position: Director Global Programmes Provide technical inputs to STI's destination projects in Latin America, the Caribbean, Africa and South-East Asia and managing bidding processes.
Institution: MIAMBIENTE – IADB Date: 09.2014 – 03.2016	Position: Ecotourism Specialist Expert for the Project ' <i>Biodiversity Conservation through Low-Impact Ecotourism in Protected Areas</i> ', IADB-GEF funded with the Ministry of Environment and Tourism Authority, Panama. In charge of Planning and reporting (Annual Work Plan, Logical Framework, Risk Matrix) and direct responsible for the execution of \$600,000 within budget, timeframes and assuring quality of products.
Institution: People 1 st Date: 01.2013 – 03.2014	Position: Project Manager Setting up a Hospitality and Tourism Skills Council to address the country's needs to improve skills levels, in partnership with the public, private and academic sector. Liaison with the British Embassy in exploring business opportunities and sharing best practices.

REFERENCE PROJECTS

Tourism Planning and Development

2022 – present: Guyana, InterAmerican Development Bank (IDB). Development of a Sustainable Tourism Circuit in the South Rupununi area

2020 – 2021: Peru, World Bank. Rapid Evaluation of 14 tourism destinations in Peru

2020 – 2021: Peru, World Bank. Design and Implementation of Integrated Destination Evaluations to support the Development of the Tourism Sector in Peru

2020 – 2021: Peru, World Bank. Improving Strategies and Capacities for Tourism Investment Promotion and Facilitation in Peru

2020 – 2021: Kosovo UNDP. Review of the Kosovo Tourism Recovery Strategy and Speaker at the COVID-19 Tourism Recovery forums. Leading Ecotourism planning workshop

2020: Djibouti CLE, World Bank. Consultant for the development of the sectoral activity on the tourism sector

2019: Mauritania. Ecotourism study for Mauritania's protected areas (PN Diawling and PN Banc d'Arguin)

2019: Dominican Republic, UNDP. Elaboration of the Sustainable Tourism Indicators System for Dominican Republic

2017 – 2018: Aruba, Tourism Authority. Carrying Capacity Study of the island of Aruba

Training & Skills development

2022: Tunisia, UNWTO Academy. Delivery of course: "Digital Marketing: Planning and Operating".

2019 – 2020: Peru. Research and scoping visit to support skills development of the JCM Technological Institute

2019: France and home-based, UNWTO Academy. Coordination of the educational projects between UNWTO Academy and the University of Perpignan

2019: Iran, EuropeAid project. Enhancing CSO's capacities to contribute to forest governance and sustainable growth in the Hyrcanian Mixed Forests eco-region – Ecotourism development needs assessment.

2018 – 2019: Panama. Curriculum development and review, Leading train-the-trainer sessions for the higher institution 'ITSE – Instituto Superior Técnico Especializado'

2018: Cabo Verde, UNDP Cabo Verde. Training Needs Assessment in Sustainable Tourism

2018: Colombia, British Council Colombia – SENA. Review and strengthen birdwatching tourism programmes for SENA.

2018: Ecuador, Municipality of Azogues. Technical assistance and capacity building in tourism. Training sessions for hotels, restaurants, travel agencies, transport providers and local communities.

2018: Colombia, British Council Colombia. Consultant "Transmedia Strategy Project to Train the Women of Putumayo in Post-Conflict Colombia. Support to formulation of community-based training projects around ecotourism, birdwatching and entrepreneurial skills.

2017: Online and Spain, UNWTO Themis Foundation and University of Valencia. Facilitator course 'Project Management and the Silk Road'.

Evaluation and monitoring

2017 – present: European Commission, EASME-COSME. Expert Evaluation of proposals for the calls in sustainable tourism, cultural and creative industries, transnational tourism products and cooperation, capacity building of SMEs, digitalisation, innovation and new technologies.

2018: EU – Italy. Evaluation of proposals for the call 'ENI CBC Mediterranean Sea Basin Programme 2014-2020'

2017: Croatia, IUCN – DestiMED. Evaluation of ecotourism packages in Kornati National Park

OTHER RELEVANT INFORMATION (E.G. PUBLICATIONS)

Publications

Contribution to: CABI Tourism Cases, in association with TEAM Tourism Consulting

Contribution to: Ward-Perkins, D.; Beckmann, C.; Ellis, J. (2019) *Tourism Routes and Trails: Theory and Practice*, CABI.

Contribution to: World Tourism Organization (2018), *Tourism for Development – Volume II: Success Stories*, UNWTO, Madrid.

Contribution to: World Tourism Organization and Organization of American States (2018) *Tourism and the Sustainable Development Goals – Good Practices in the Americas*, UNWTO, Madrid.

Contribution to: International Finance Corporation (2017) *Twenty Reasons Sustainable Tourism Counts for Development*. *Tourism for Development knowledge series*; World Bank, Washington, DC.

Contribution to: World Tourism Organization and European Travel Commission (2017) *ETC-UNWTO Handbook on Marketing Transnational Tourism Themes and Routes*, UNWTO, Madrid; as an Associate of TEAM Tourism Consulting.

(2017) 'Territorial cohesion through cultural tourism: the case of the Umayyad Route'. *Methaodos, Revista de Ciencias Sociales. Monográfico sobre Turismo Cultural, Vol. 5, No. 1*.

(2015) 'Cultural Routes as World Heritage Sites: Challenges of the Nomination of the Ancient Silk Roads'. In: Bourdeau, L., Gravari-Barbas, M. and Robinson, M. (eds.) *World Heritage, Tourism and Identity*, Ashgate Publishing.

(2012) 'Silk Road Tourism Potential: a Tour-Operators' Perspective'. Conference Proceedings: *Tourism and Sustainable Development at World Heritage Sites: Contexts, Experiences and Frameworks of Assessment*, Gabon, June 1-8, 2012.

(2011) 'Community Involvement for Sustainable Tourism: Case-study of Ilha dos Marinheiros, Rio Grande, Brazil'. Conference Proceedings of *International Tourism Sustainability Conference 2011; Embracing Social and Environmental Change: The Influence and Role of Tourism*, Mauritius: 21-24 September 2011.

(2010) 'The Ancient Silk Roads: Tourism Potential and World Heritage Nomination'. Conference Proceedings: *World Heritage and Tourism: Managing for the Global and the Local*, Quebec, Canada, June 2-4, 2010.

Membership of Professional Bodies

2015 – present: Member of IUCN World Commission on Protected Areas (WCPA) Tourism and Protected Areas Specialist Group (TAPAS Group)

2012 – present: Associate Member of ICOMOS Cultural Tourism Committee

2012 – present: Associate Fellow of the Higher Education Academy, UK