

TOUR GUIDE/OPERATIONS MANAGER

Professional Summary

I'm a positive individual with can-do attitude, creative wit and outstanding customer service skills. Love taking projects from concept to final deliver, on time, on budget and exceeding expectations. Ability to deliver results and work with multi-department team goals or independently. Great problem solving skills with strong ability to connect with people and build trusting relationships. **EXPERIENCE & SKILLS** Budget Forecasting Client Relations Customer Service Copywriter/Producer Event Planning Hiring Personnel Managing Teams Marketing & Sales Media Production Sales & Promotions Sports Production Training Employees

Customer service professional dedicated to effective team management and customer satisfaction.

Management professional effective at building highly-motivated teams, as well as leading cross-functional teams in a fast-paced environment. Exceptional customer care professional who addresses inquiries and resolves problems as they arise. Customer service expert with sound judgment and an ability to resolve problems tactfully and diplomatically.

Skills

- Exceptional interpersonal communication
- Excellent time management skills
- Effective problem solver
- Adherence to high customer service standards
- Microsoft Outlook, Word and Excel
- Effective workflow management
- Skilled trainer
- Process improvement specialist
- Calm under pressure
- Natural leader
- Excellent media contacts
- Superior verbal and written communication skills
- Budgeting and cost control
- Special events planning
- Unsurpassed work ethic
- Dependable
- Performance evaluations

Work History

Tour Guide/Operations Manager , 04/2012 to 10/2014

Hero Digital â€œ Philadelphia , PA

- Provide ultimate customer service experience for our guests by providing a quality experience from arrival to departure.
- I was responsible for hiring, training and monitoring 37 tour guides for each of our four public tours.
- In addition I handled customer complaints and all media requests.
- Plus, I was in charge of facility maintenance and building security, which we hired and outside company.
- Functioned as both opening and closing manager with major cash handling responsibilities.
- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Promptly responded to inquiries and requests from prospective customers.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Strong leader of customer support staff.
- Scheduled staff shifts to cover peaks and lulls in customer inquiries.
- Trained staff on operating procedures and company services.
- Managed work flow to exceed quality service goals.

Project Manager/Producer , 03/2007 to 10/2011

General Dynamics â€œ Pittsburgh , VA

- Produced various video production projects for dozens of the University of Washington colleges and departments from concept to final delivery.
- Wrote, directed and produced each project on time, on budget and with desired results.
- Video projects included business, medicine and sports half hour formats to recruitment videos and live multi-switch lectures.
- Defined clear targets and objectives and communicated them to other team members.
- Monitored timelines and flagged potential issues to be addressed.
- Directed planning, budgeting, vendor selection and quality assurance efforts.
- Directed all phases of [video production](#) projects, from [concept](#) to [final delivery](#) .

Director of Production , 01/2005 to 01/2006

Centricity â€œ Charlotte , NC

- Recruited to create new original programming for sales team, plus produce 35 Mariners' Pre-Game Shows, Live Parades and local commercial production.
- Managed production team of seven, responsible for creating annual operating budget, upgrading production level and providing a great client experience.
- Also served as writer, producer, director and editor for all production.
- Directed all phases of [Video Production](#) projects, from [concept](#) to final deliver.
- Directed planning, budgeting, vendor selection and quality assurance efforts.
- Supervised the work of [20](#) team members, offering constructive feedback on their work performance.

Producer/Writer/Director/Editor , 01/1997 to 02/2005

Hearst Communications â€“ Erie , PA

- Lead liaison with clients built relationships and delivered results for commercial production and special long format programming.
- Coordinated and executed live and taped production for commercials, PSA's, parades, documentaries and other long format special programming.

Director of Marketing , 01/1995 to 01/1997

L West Coast Entertainment â€“ City , STATE

- Sales, - Managed corporate and high school events including sales presentations, coordinating entertainment and staffing for events.
- Clients included Alaska Airlines, Microsoft, Boeing and over 80 area highs schools.

Producer, Writer & Editor , 01/1990 to 01/1995

KIRO INC, KIRO Television â€“ City , STATE

Promotion Assistant , 01/1985 to 01/1990

KIRO INC, KIRO Newsradio 71 â€“ City , STATE

Education

Bachelor of Arts : Broadcast Communications , 1985

Western Washington University - City , State

- [3.0](#) GPA

Bachelor of Arts Degree : Broadcasting & Communications , Broadcasting & Communications

Skills

budget, cash handling, closing, concept, client, Clients, customer service experience, delivery, editor, hiring, director, presentations, producer, programming, quality, recruitment, Sales, staffing, switch, upgrading, Video, video production, writer