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| Rami Shoula  Tour Guide | |
| |  |  | | --- | --- | |  | Profile Energetic and resourceful Tour Guide with several years of experience accompanying clients on trips and to various locations in different parts of the world. Adept at performing research in an effort to make optimal travel plans. Experienced in organizingitineraries according to time frames, weather, and events. Dedicated to providing clients with the best customer service and travel experience possible. |  |  |  | | --- | --- | |  | Employment HistoryUniversal Studios Tour Guide at Walt Disney World Resort, Orlando April 2015 — September 2019   * Greeted clients and developed itineraries based on their interests and needs. * Escorted clients through the real working movie studios. * Provided clients with informative literature and provided access to special departments. * Showed clients around different points of interest and answered any and all questions to the best of my ability.  Tour Guide at Orlando Trip Experts, Orlando May 2010 — March 2015   * Worked with clients to develop trip itineraries that made sense in terms of time, budget, and goals. * Researched places to gather information about attractions, points of interest, history, weather, and other important facts. * Effectively communicated with clients in English, Spanish, and Italian. * Accompanied some clients on trips, serving as a translator and assistant throughout the trip. |  |  |  | | --- | --- | |  | EducationBachelor of Communications, University of Florida, Gainesville August 2006 — May 2010 High School Diploma, Jacksonville High School, Jacksonville September 2002 — May 2006 |  |  |  | | --- | --- | |  | ReferencesCorrine Johnson from Alpine Ski Resort [cjohnson@alpineski.com](mailto:cjohnson@alpineski.com) · 329-293-2213 David Miller from Big Reef Diving Company [miller.david@bigreefdive.org](mailto:miller.david@bigreefdive.org) · 908-283-9912 Nathan Magro from Travel With Ease Inc. [nmagent@traveleasy.com](mailto:nmagent@traveleasy.com) · 983-394-9485 | | DetailsSkills  |  |  | | --- | --- | | Excellent Communication Skills | | |  |  |  |  |  | | --- | --- | | Advanced Planning Skills | | |  |  |  |  |  | | --- | --- | | Time Management Skills | | |  |  |  |  |  | | --- | --- | | Guided Tour Planning | | |  |  |  |  |  | | --- | --- | | CPR and First Aid Certified | | |  |  |  |  |  | | --- | --- | | Creative Problem Solving | | |  |  |  Languages  |  |  | | --- | --- | | Spanish | | |  |  |  |  |  | | --- | --- | | Italian | | |  |  | |