

Amina Patel

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SUMMARY

Enthusiastic and detail-oriented recent graduate with a passion for culture and history. Proven ability to engage diverse audiences and manage group dynamics effectively as a volunteer tour guide. Eager to leverage strong communication and organizational skills in an entry-level tour guide position.

EXPERIENCE

Volunteer Tour Guide

Jan 2020 - Present

Seattle Historical Society, Seattle, WA

- Conducted over 50 guided tours for groups of up to 30 people, resulting in a 20% increase in visitor satisfaction scores.
- Developed engaging narratives and historical content, contributing to a 15% increase in repeat visitors.
- Utilized audio-visual aids to enhance tour experience, reducing information overload and improving retention rates.

Customer Service Associate

Jun 2018 - Dec 2019

City Visitor Center, Seattle, WA

- Assisted over 200 tourists per week with inquiries and recommendations, achieving a customer satisfaction rating of 95%.
- Collaborated with local businesses to create promotional materials, resulting in a 10% increase in foot traffic to partnered locations.
- Provided city maps and information, enhancing overall visitor experiences and supporting tour planning.

Intern

May 2017 - Aug 2017

Eco Tours Inc., Seattle, WA

- Supported lead guides during eco-tours, helping to facilitate group activities and educational presentations.
- Gathered feedback from participants, leading to improvements in tour structure and content, increasing engagement by 30%.
- Managed social media accounts, contributing to a 25% increase in online interactions and awareness.

EDUCATION

Bachelor of Science in Tourism Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Public Speaking, Storytelling, Group Management, Conflict Resolution

Tools & Frameworks: Google Maps, Canva, Social Media Platforms