

Jamal Rodriguez

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SUMMARY

Enthusiastic and knowledgeable Tour Guide with over 5 years of experience in providing engaging and informative tours. Proven track record of enhancing visitor experiences and increasing customer satisfaction ratings by 30% through unique storytelling and interactive presentations.

EXPERIENCE

Mid Level Tour Guide

Jan 2022 - Present

Evergreen Adventures, Seattle, WA

- Led over 150 tours with an average satisfaction rating of 4.8/5 from customer feedback.
- Developed and implemented a new tour route that increased bookings by 25% within the first quarter.
- Utilized ticketing software (FareHarbor) to streamline booking processes, reducing administrative time by 40%.

Tour Guide

Jun 2019 - Dec 2021

Explore Washington Tours, Seattle, WA

- Pioneered several themed tours, leading to a 20% increase in repeat customers.
- Collaborated with local businesses to create partnerships that enhanced customer experiences and boosted local economy.
- Received 'Guide of the Month' award for outstanding customer service on multiple occasions.

Assistant Tour Guide

May 2017 - May 2019

Pacific Northwest Excursions, Seattle, WA

- Assisted in guiding tours for over 200 participants, ensuring safety and engagement.
- Conducted pre-tour research on local history and culture to enhance tour content.
- Improved tour logistics which led to a 15% increase in tour efficiency.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Storytelling, Customer Engagement, Route Planning, Public Speaking

Tools & Frameworks: FareHarbor, Google Maps, Social Media Marketing, CRM Software