

Jamal Thompson

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SUMMARY

Dynamic and engaging tour guide with over 5 years of experience leading diverse groups through cultural and historical sites. Adept at creating immersive experiences that enhance visitor engagement and satisfaction.

EXPERIENCE

Senior Tour Guide

Jan 2022 - Present

Austin Cultural Tours, Austin, TX

- Increased customer satisfaction scores by 25% through the implementation of interactive storytelling techniques during tours.
- Coordinated and led over 200 tours annually, accommodating groups of up to 50 participants with a 98% positive feedback rate.
- Utilized digital tools such as Tour Buddy and Google Maps to enhance navigation and provide real-time updates to visitors.

Tour Guide

Jun 2018 - Dec 2021

Historic City Tours, San Antonio, TX

- Developed and delivered engaging presentations on local history, resulting in a 40% increase in repeat bookings.
- Managed logistics for group tours, ensuring timely arrivals and smooth operations, which saved an average of 15 hours per month.
- Conducted visitor surveys to tailor tours to guest preferences, leading to a 30% rise in tour ratings.

Tour Coordinator

Mar 2016 - May 2018

Travel Smart, Dallas, TX

- Organized travel itineraries for group tours, improving overall customer experience and reducing travel costs by 20%.
- Implemented a new booking system that streamlined ticket sales and reduced processing time by 50%.
- Trained new staff on customer service techniques and tour protocols, enhancing overall team performance.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of Texas, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: Public Speaking, Storytelling, Logistics Management, Customer Service

Tools & Frameworks: Tour Buddy, Google Maps, Booking Software