

Robert "Bob" Lisson

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Gateway City: Raleigh Citizenship: United States



SUMMARY

Results-driven hospitality professional with a demonstrated ability to enhance guest/client satisfaction. Proven excellence in relationship-building, planning, public speaking, driving positive results, and ensuring exceptional guest experiences. Possesses a keen eye for both "big picture" considerations and operational details.

PROFESSIONAL TRAVEL EXPERIENCE (11 years)

Tour Director (Star Destinations at present)

Manage the complete delivery of group travel itineraries, coordinating transportation, lodging, attractions, activities, meals, and provide expert hosting and tour guiding/commentary. Demonstrated success in varied locations including:

- **Northeast US** - Boston / Lexington / Concord / New England / Fall Foliage / New York City / Washington DC / Philadelphia / Pittsburgh / Gettysburg / Pennsylvania Dutch Country
- **Southeast US** - Nashville / Memphis / New Orleans / Civil Rights Trail (Atlanta / Montgomery / Birmingham / Selma / Tuskegee) / Asheville / Knoxville / Great Smokies NP / Chattanooga / Charleston / Myrtle Beach / Williamsburg
- **Western US** - DFW / San Antonio / Las Vegas / SW National Parks / Rocky Mountaineer / San Francisco / Los Angeles / Pacific NW / Colorado
- **Central America** - Costa Rica
- **Europe** - England / Scotland / Ireland / Northern Ireland / France / Greece / Croatia / Italy / Turkey
- **Africa** - Egypt (Cairo / Luxor / Aswan / Abu Simbel)
- **Australia / New Zealand** - Melbourne / Sydney / Cairns / Queenstown

On-Demand Travel Director (One10 Marketing at present)

Coordinate and execute multiple aspects of corporate events including conventions and incentive travel programs. Responsibilities encompass meeting management, activity planning, transportation arrangements, hospitality services, and other key elements of corporate travel, collaborating effectively within a team environment.

Additional Destination Planning and Travel Experience

- **Canada** - Toronto / Niagara Falls / Montreal / St. John NB / Halifax NS
- **Europe** - Spain / Germany / Switzerland / Belgium / Austria / Iceland

OTHER RELEVANT EXPERIENCE AND SKILLS

- Food-tour guide (Triangle Food Tours – Raleigh, NC)
- City of Raleigh Ambassador
- Customer service and dispute resolution
- Public speaking & storytelling
- Research
- USTA/ITA tennis umpire (2021 USTA-NC Official of the Year)

CERTIFICATIONS/ LICENSES / EDUCATION

- ITMI-Certified Tour Director
- New York City Licensed Sightseeing Guide (# 2028208-DCA)
- Washington DC Licensed Tour Guide (TGL12489)
- American Red Cross Certified – Adult First Aid / CPR / AED
- University of North Carolina at Greensboro - Ph.D. Human Development and Family Studies
- University of North Carolina at Greensboro - M.Ed. Counseling
- Duke University - B.A. Psychology and Economics