

SHELLY LOWERISON

EXECUTIVE SUMMARY

My entire career has involved the planning and management of moving components and people. During 9 years in corporate positions, I managed multiple processes and large-scale projects. My 16 years in tourism required the management of all logistics, vendor relations & customer service issues for 9-15 day coach tours with up to 46 guests. The top skills that I am continually recognized for in my personal & professional life are organization, attention to detail, problem solving, facilitation, accountability & interpersonal communications.

CAREER HIGHLIGHTS

INTERNATIONAL TRAVEL & EVENT PROFESSIONAL – Self employed

June 2018 – Current

I left my full-time tour manager role to create a project-driven life which allows me to contribute my skills to multiple organizations, with an underlying focus on creating experiences of joy.

Key Accomplishments:

- **Collette & Gate 1 Travel** – Conducted international & domestic coach tours for both companies
- **Glow Gardens** – Site supervision of day-to-day operations for 6-week event with 90,000 customers and 85,000 square feet of event space. Managed operational components of set up, monitored daily operations on the floor, created training materials for supervisors, provided customer service and creative solutions to operational issues on a daily basis.
- **Event Volunteer** - Performed administrative & financial service duties, merchandise sales, event set up, stage management, transportation dispatch, front of house guest assistance & vendor registration for multiple events including: The Royal Nova Scotia International Tattoo, Halifax Jazzfest, Halifax Busker Festival, FIN Atlantic International Film Festival, Halifax Pride.

COLLETTE

www.gocollette.com

International Tour Manager

April 2004 – May 2018

Managed & delivered all elements of international & domestic coach tours with guests from diverse backgrounds, with varying preferences and physical requirements. Orchestrated a seamless experience for guests utilizing thorough research & planning, strong relationships with vendors & consistent multi-tasking. Problem solved daily in ever-changing environments. Operated tours independently, resolving all logistical and customer service issues efficiently while adhering to company policies & procedures. Researched, developed, and delivered entertaining & informative commentary on historical, socio-economic and cultural topics for multiple destinations.

Key Accomplishments:

- Organized and managed 230 tours in the United Kingdom, Ireland, Italy and Canada. Operated an average of 17 tours per year, ranging from 9-15 days in length covering multiple itineraries.
- Assigned & managed custom tours in recognition of my attention to detail, accountability and resourcefulness.
- Consistently exceeded expectations for customer service, achieving over 98% in customer satisfaction ratings.

Regional Destination Manager (RDM), United Kingdom

May 2014 – January 2017

While still operating as an International Tour Manager, I was promoted to the position of RDM for the United Kingdom. As the lead tour manager for the region and liaison with the Product department, I was responsible for researching, reviewing, and updating tour documentation. I collaborated with the Product department in the creative design of new tours and provided recommended solutions to logistical issues.

Key Accomplishments:

- Created & edited operational logistics manuals for 8 different UK tour itineraries to be used by up to 40 full time and seasonal tour managers.
- Organized and operated familiarization tours for key accounts and training tours for other tour managers.
- Researched & created over 30 tour support materials for use by full time and seasonal UK tour managers.

NON TOUR EXPERIENCE**INNOVASEA**www.innovasea.com**Production Office Administrator**

Nov 2020– May 2022

Due to COVID and lack of tour work, I took a 5-week temp job which was extended to 18 months as a result of recognition of my skillset and what I could contribute to the company. Responsible for work order management, capacity planning, inventory tracking and hand off to shipping in a fast-paced production environment.

NOVA SCOTIA POWER INC.www.nspower.ca**Manager, Capital Management & Financial Planning**

June 2000– May 2003

Managed the financial planning process for corporation with revenues exceeding \$1 billion. After 16 months as Manager, Corporate Planning Services, I was given the additional ownership of the Capital management process. Provided coaching, performance reviews and personal development support for 5 staff.

ATLANTIC LOTTERY CORPORATIONwww.alc.ca**Manager, Financial Planning & Analysis**

March 1997- June 2000

Acting Manager, Accounting

December 1995-March 1997

Financial Analyst

June 1993- March 1997

Organized & managed the financial planning process for 27 departments and over \$300 million in profit. Analyzed and presented financial results and budgets to senior executives and Board of Directors. Developed, communicated & managed a new business & strategic planning process. Recruited as project leader / key participant for multiple cross-functional teams focused on corporate priorities & new business development.

EDUCATION

- **Certified Tour Director 2003.** International Tour Management Institute (Los Angeles, CA)
- **Certified Management Accountant 2000.** Society of Management Accountants (Moncton, NB).
- **Master of Business Administration (Finance) 1993.** Dalhousie University (Halifax, NS)
- **Bachelor of Commerce (Accounting & Marketing) 1989.** Mount Allison University (Sackville, NB)

OTHER RELEVANT INFORMATION

Toastmasters (1995-2000) – Charter member, Club President, VP Membership & Public Relations (doubled club membership), Competent Toastmaster & Competent Leader designations.

SHELLY LOWERISON - Destination Experience

CITIZENSHIP: Canadian
LANGUAGES: Conversational French & Italian

DOMESTIC TOUR MANAGER EXPERIENCE- 16 years:

- **Canadian Rockies – Managed 48 tours** –Vancouver, Victoria, Calgary, Jasper, Banff, Lake Louise, Icefields Parkway, Waterton, Glacier National Park (US), Kamloops, Kelowna, Edmonton, Sun Peaks, Whistler.
- **Canadian Maritimes- Managed 22 tours** –Halifax, Peggy’s Cove, Baddeck, Cabot Trail, Annapolis Valley, Charlottetown, Summerside, Cavendish, Evangeline Trail, Lunenburg, Mahone Bay, Moncton, Saint John, Fundy Trail, Louisbourg, Fundy National Park, Hopewell Rocks.
- **Newfoundland & Labrador- 20 tours** –St John’s, Cornerbrook, Gander, Trinity, Terra Nova National Park, Gros Morne National Park, Red Bay, L’Anse au Clair, St Anthony, L’Anse aux Meadows, Twillingate, Grand Falls-Windsor, Cupids, Bonavista, Viking Trail, Bay of Islands.
- **Eastern Canada – Managed 16 tours**- Montreal, Quebec City, Ottawa, Toronto, Niagara Falls, Niagara on the Lake, St Jacobs.
- **Local Guiding** – Cruise Ship -(4-7 hours each / 40+ pax) - Halifax City Tour, Peggy’s Cove (Taymac Tours – Halifax, NS)

INTERNATIONAL TOUR MANAGER EXPERIENCE- 15 years:

- **United Kingdom – Managed 57 tours** – London, York, Edinburgh, Cardiff, Bath, Windsor, Cornwall, Lake District, Cotswolds, Cambridge, Oxford, Stratford Upon Avon, Stonehenge, Scottish Highlands, Orkney, Isle of Skye, Glasgow, Liverpool, Salisbury, Manchester, Canterbury, Chester, Belfast, Giant’s Causeway, Londonderry / Derry, Belleek, Gretna Green, Chatsworth House, Blenheim Palace, Highclere Castle.
- **Republic of Ireland– Managed 35 tours**- Dublin, Kilkenny, Waterford, Cork, Blarney, Kinsale, Killarney, Kenmare, Dingle, Adare, Limerick, Galway, Ring of Kerry, Cliffs of Moher, Knock, Sligo, Tullamore, Donegal, Glenveagh.
- **Italy- Managed 31 tours** – Rome, Naples, Pompeii, Capri, Sorrento, Matera, Vietri Sul Mare, Amalfi Coast, Assisi, Perugia, Siena, San Gimignano, Orvieto, Florence, Lucca, Pisa, Verona, Venice, Milan, Montecatini Terme, Alberobello, Lake Como, Stresa; Sicily – Palermo, Catania, Agrigento/ Valley of the Temples, Taormina, Cefalu, Erice, Segesta, Ragusa, Siracusa, Giardini Naxos, Mount Etna.
- **France:- Managed 2 tours** – Paris, Versailles.

DOMESTIC PERSONAL TRAVEL EXPERIENCE / DESTINATION KNOWLEDGE:

- **Canada –Manitoba** - Winnipeg; Saskatchewan- Regina, Moose Jaw; Alberta - Drumheller.
- **East Coast USA – Massachusetts** -Boston, Marblehead; Rhode Island -Newport, Providence; Maine -Bangor, Bar Harbor, Portland, Acadia National Park; Atlantic City, NJ; Washington, D.C.; North Conway, NH; New York City, NY.
- **Southern USA** – Nashville, TN; Asheville, NC, Miami, FL; Texas- San Antonio, Austin.
- **West Coast USA- California**- Los Angeles, Hearst Castle, Hollywood, Beverly Hills, Solvang, Santa Barbara, San Diego, San Francisco, Las Vegas; Hawaii. – O’ahu, Maui, Kaua’i; Salt Lake City, UT.

INTERNATIONAL PERSONAL TRAVEL EXPERIENCE / DESTINATION KNOWLEDGE:

- **Asia** – Thailand – Bangkok & Ayuthaya; Cambodia – Siem Reap, Angkor Wat, Lake Tonle Sap.
- **British Isles** – England, Scotland & Wales (Contiki 10 day tour - as passenger, 5 days independent)
- **Caribbean** – Bermuda (7 days)
- **Italy** (Contiki 12 day tour - as passenger, 1 week independent)
- **Lisbon, Portugal & Madeira**- 6 day meeting in Lisbon, 4 days independent on Madeira.
- **South America** – (Collette 19 day tour – as passenger) - Peru- Lima, Cusco, Machu Picchu; Chile- Santiago, Valparaiso, Puerto Varas; Argentina- Bariloche, Buenos Aires, Iguazu Falls; Brazil- Rio de Janeiro.
- **South Pacific** – Fiji, New Zealand, Australia (worked in hospitality industry for one year)- Sydney, Melbourne, Surfers Paradise, Uluru, Cairns, Townsville, Brisbane, Tasmania, Adelaide.