

JOHANNA O'NAN

ITMI CERTIFIED TOUR DIRECTOR & TOUR GUIDE

I prefer experiences over things. I love reading true crime mysteries, watching hockey games and history documentaries, and spending time with my family. I enjoy sharing my passion for travel and exploration with others and cannot wait for my next adventure!

RELEVANT EXPERIENCE

EDU Trips

July 2022

Travel Director - Nashville

- Support faculty, staff, and students from Upward Bound, serve as on-site liaison, and manage client expectations and experiences; provide commentary, etc.

WorldStrides

May 2022

City Manager - Louisville

- Support faculty, staff, and students from Harvard Business School, serve as on-site liaison, and manage client expectations and experiences

Destination America (Trafalgar)

Sept. 2021 - Present

Wellbeing Director

- Support and assist TD/driver to ensure adherence to COVID protocols and to manage client expectations and experiences

Mission Catering Company

2014 - Present

Co-Owner

- Maintain high customer satisfaction with good customer service and conflict resolution skills
- Coordinate, staff, and lead catered events
- Manage client expectations and problem solve on the spot

Mint Julep Experiences - Nashville

April 2021 - Present

Step-On Tour Guide & Driver

- Provide city commentary and transportation for out-of-town guests
- Engage with guests to enhance their tour experience

Additional Experience

2003 - Present

Customer Service & Hospitality Industry

- Customer Service: 15+ years experience
- Waitress/Server: 8+ years experience
- Restaurant/Hotel & Special Events Bartender: 6+ years experience

PERSONAL TRAVEL EXPERIENCE

I've Lived Here!

- Steubenville, Ohio (22 years)
- Pittsburgh, Pennsylvania (3 years)
- Bowling Green, Kentucky (10 years)
- Gaming, Austria (4 months)
- Lexington, Kentucky (3 years)


I've Been Here!


- North America: Boston, Nantucket, Bar Harbor, Stowe, North Conway, NOLA, Chicago, San Francisco, Santa Monica, LA, Sedona, Las Vegas, Gulf Shores, Louisville, Gatlinburg, Nashville, Washington, D.C., NYC, Pensacola, Perdido Key, Starkville, Niagara Falls, Idaho Falls, Jackson Hole, Cody, Sioux City, West Yellowstone
- Grand Canyon NP, Bryce Canyon NP, Zion NP, Smoky Mountain NP, Monument Valley, Yellowstone NP, Grand Teton NP
- Parts of Austria, Italy, Ireland, Northern Ireland, Poland, Germany, Czech Republic, France, Spain, Indonesia




CONTACT

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 Bowling Green, KY

 Nashville, TN (BNA)

EDUCATION

Certified Tour Director & Guide

ITMI

San Francisco, CA
2020-2021

Bachelor of Arts, Communications (Journalism), Minor in Legal Studies

Franciscan University
Steubenville, OH
2003-2007

SKILLSET

- Customer Service/Guest Relations
- Creative Problem Solving
- Written/Verbal Communication
- Time Management
- Leadership
- Task Prioritization
- Design & Photography