



KELLEY LEE

CERTIFIED TOUR DIRECTOR/GUIDE

CONTACT

- 📞 808-271-7690
- ✉ Kikkoman808@gmail.com
- 📍 Tampa, Florida
- ✈ TPA



CERTIFICATIONS

- Tour Director Certification- **TripSchool** 2024
- First Aid & CPR AED Adult/Child

GUIDE LICENCES

- Washington, DC 2024
- NYC Feb 2025

PERSONAL INTERESTS

Water Sports, Hiking, Outdoors,
Cooking, Travel, Music, Animals

DESTINATION KNOWLEDGE

Hawaii (all of the islands), Alaska, Colorado, Florida, NYC, Boston, DC

DESTINATION TRAINING

TripSchool NYC 2024, Alaska, NYC, Boston, DC-Mega City Training Feb 2025

RELEVANT EXPERIENCE

Tour Director, Alaskan Guide

Premier Alaska Tours

To provide the highest quality Alaska land tours for cruise lines, major tour operators, and tour wholesalers worldwide. Responsible nature, reliability, love of research, dedication to all tasks, attention to details. Effective and efficient communication, work creatively with resources and adaptable to circumstances and people. Sales of excursions and working with vendors. Passengers appreciate my friendliness, love of sharing, infectious enthusiasm, and broad knowledge. Strong reviews and top ratings from guests. High commitment to customizing, making sure individuals matter and that guests know their value. Excellent sense of direction. 19 adult/child tours.

Customer Experience Specialist Premium Services

Delta Air Lines -2 years

Worked with 360, Diamond, Platinum members. Maintained extensive knowledge of company products. Resolved customer's issues, discrepancies. Engaged in cross-selling and upselling. Responded to high volume of logistics and organizing of multiple itineraries.

Long-term and Vacation Property Management

Self-Employed 13 years

Purchased, renovated, managed properties on Oahu and Kauai. Coordinated, scheduled, collected income through agencies. Provided excellent customer service to guests and valued staff to maintain highest quality of stay for both and long term occupancy.

Director, Child Life Services

Tripler Army Medical Center 7 years

Administrator and creator of Child Life Therapy program for medically sick children from infants to adolescents. Spectrum of illnesses from acute to terminally ill children. Provided training and inservices to the military, hospital staff, parents, volunteers, students, and donors. Knowledge of unique cultural differences for indigenous people of the Pacific. Provided community/school education. Researched evidence based best practices. Provided cost benefit analysis for program.

ACADEMIC BACKGROUND

Florida State University

Child and Adolescent Development -Master of Science 1995

Patient Champion of the Year - Issued by the Army General of the Pacific. Department of Nursing - Award of Excellence of the Year