



CASSANDRA SHORTER

CERTIFIED TOUR DIRECTOR/GUIDE

CONTACT

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📍 Houston, Texas

✈ HOU, IAH



CERTIFICATIONS

Tour Director Certification - Jan2025

TripSchool - Jan2025

Mega-Training - Feb2025

PERSONAL INTERESTS

Traveling, poetry, photography,
jewelry making, counseling,
adventure seeker

DESTINATION KNOWLEDGE

Although I have traveled extensively, I don't have in-depth knowledge of specific destinations, except Alaska, where I worked for 5 months as a Tour Director. I have visited places like Africa, Canada, Hawaii, Washington (I did complete a tour there, "We The People), Bali, and the Dominican Republic, among others. During each trip, I made sure to explore these locations, whether alone or with friends. I am also open to learning about any place in detail if given proper notice and or training.

DESTINATION TRAINING

- TripSchool Boot Camp, January 2025
- Mega Training February 2025 (signed up for the training)
- Alaska, Anchorage, Fairbanks, Denali and Talkeetna

RELEVANT EXPERIENCE

TOUR DIRECTOR

GRAND CLASSROOM 4/25 - PRESENT

PREMIERE ALASKA TOURS 5/25 - PRESENT

As a Tour Director, I plan, organize, and lead group tours to ensure a smooth and enjoyable travel experience for all guests. I manage daily itineraries, coordinate transportation and accommodations, and provide information about destinations. I also handle logistics, resolve issues quickly, and maintain clear communication to ensure travelers have a seamless and memorable experience.

Pediatrics Program Manager

Baylor College of Medicine - 1/2002 - 7/2024

My responsibilities with Baylor were hiring, training, evaluating, and monitoring the performance of the Coordinators. Onboarding the new Interns, and scheduling their training. Organized interviews, including negotiating rates with the nearby hotels, transportation to and from the airport, itinerary, planned lunch, and dinner with current fellows/residents, and navigated the applicant through the day. Developed and maintained record keeping and filing system for 4 departments, maintained an annual budget of over 4+ million. Organize all department retreats, and orientations, which included strategically planning activities, negotiating budgets with hotels, reviewing contracts, and meeting with other department heads to continue relationships with their departments and various companies.

Girls Program Director

P.A.C.E - 6/2005 - 4/2010

Overseeing the PACE Program that works with at-risk girls who were placed on probation, helping them to develop more positive life choices while providing a unique intervention and support for the youth and their parents. Enabling the youth and their families to overcome the risks associated with returning to the criminal justice system. By teaching and counseling the youth along with the parents, life skills, parenting skills, family development, career technology, academics, and proper self-esteem and character development.

ACADEMIC BACKGROUND

Cornell University - 2021 - 2022 - Certification in Diversity & Inclusion

College of Biblical Studies - 2005 - 2009 - Bachelor Degree

2008 - Teaching Certificate

Houston Community College

2002 - 2004 - Major - Psychology

Austin Community College - 1990 - 1990

Major - Communications; Minor - Psychology