



CERTIFIED TOUR DIRECTOR

## DAWN TAYLOR

### CONTACT INFO

- 📞 919-271-0174
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- 📍 Garner, NC
- ✈️ RDU

### INDUSTRY

#### CERTIFICATIONS

- 2020 IGA
- CPR AED

### PROFESSIONAL GUIDE

#### LICENCES

- Washington, D.C. Tour Guide

### INTERESTS & HOBBIES

- Reading anything fiction
- Baking up new concoctions
- Creating chaos with my grandson, Landon

## Destination/Itinerary knowledge

- New England Fall Foliage
- New York City
- Washington, D.C.
- Great Lakes
- Mississippi River
- Columbia/Snake River

## Destination Training Classes

- 2024 TripSchool East Coast Megatraining

## Relevant Work Experience

### Tour Director, Premier Alaska Tours (2024)

Anchorage, AK

- Manage groups of 50 adults on multi day tours throughout Interior of Alaska

### Shore Excursions Manager, American Queen (2 years)

### Shore Excursions Director, American Cruise Lines (1 year)

Mississippi River Region/Columbia Snake Rivers

- Managed and executed shore excursion itineraries while exceeding guest expectations

### Student Tours: WorldStrides, Historic America Tours, (2024)

Washington DC

- Facilitated Education travel throughout DC

### Meeting and Event Planning (5+years)

### North Carolina Board of Examiners

- organized catering for meetings and events for 20-200 people

### Guest Services Agent (4 years)

### Hampton Inn & Suites

- delivered an exceptional guest experience by accommodating requests, and recognizing brand loyalty

## Academic Background

### East Carolina University

B.S., Hospitality Management Conventions and Special Events, Minor Business Administration

### Wake Technical Community College

A.A.S, Accounting