

Erica Cooper

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Gateway City: Minneapolis **Citizenship:** United States

Video Introduction https://youtu.be/avi_qGLiZkw

Washington DC License # TGL20926

ITMI Certified Tour Director

To utilize my organizational, leadership, and customer service skills within the travel industry by inviting travelers to participate with places, people, and cultures around them in a personal way. I thrive on cultivating authentic experiences for the guests gifting them unforgettable adventures. To partner with a company that values building relationships and shares a passion for 5-Star experiential travel would be extremely rewarding.

Areas of Expertise:

Organization & Planning
Excellent Problem Solver
Strong Listening Skills

Concierge-Style Service
Energetic & Friendly
Project Management

Professionalism
Time Management
Creative & Technical

Tour Director / Guide Experience

Minneapolis/St Paul City Tour (32 yr resident)

San Francisco / Sausalito / Sonoma Wine Country Tour ITMI Training Tour

Yosemite National Park (2 days) ITMI Training Tour

Washington DC (5 days) ITMI Master Class Training Tour

Strong Destination Knowledge / Cruise Experience / FAM Tours

Great Lakes Minneapolis (traveled & planned tours for friends/ family), St. Paul, Duluth/ North Shore, Wisconsin, Chicago, Door County, Michigan Upper Peninsula

Alaska (1 yr resident, 25 yrs of travel) Anchorage, Denali, Fairbanks, Alaskan Hwy, Kenai Peninsula, Seward, Homer

Pacific Northwest (traveled/planned tours) Olympic Peninsula, Seattle, Portland, Columbia River Gorge, Oregon Coast Highway, Wine Country, Deschutes National Forest

California / Nevada Yosemite, San Francisco, Las Vegas

Colorado (tour planning) Rocky Mountain National Park

South Charleston/ Charlotte/ Beaufort (1 wk tour, planned/led), Louisville, Frankfort Bourbon Trail (5 day planned/led)

Russia / Estonia Vyborg- River Cruise, Tallinn- City and Old Town Tour

Finland (2 wk tour, planned/ led) Helsinki, Savonlinna, Lappenranta, Porvoo, Turku, Raseborg, Fiskars

England (1 wk tour, planned/led) London

Independent Travel/ Destination Knowledge

Great Lakes: Milwaukee, Madison, Mackinaw City **California/Nevada** San Diego, Red Rock Canyon, Hoover Dam

Florida Kennedy Space Center, Orlando, Daytona, St. Augustine, Sanibel & Captiva Islands (1 wk planned tour)

Arizona / New Mexico Phoenix, Scottsdale, Sedona, Santa Fe, Albuquerque **Iowa** Des Moines; **Missouri** Kansas City

Washington D.C. / Virginia Mt. Vernon, Arlington, Yorktown, Williamsburg, Monticello

Caribbean Jamaica, Aruba, Curacao, Bonaire **Iceland** Reykjavik

Work Experience (Additional Details Upon Request)

Experienced as both a Sales Consultant & an Interior Designer, responsible for \$1.25-1.5 million in sales per year created upon relationships & referrals. Built a business on personalized customer service to high-end clientele. Very capable and knowledgeable in guiding clients through the design/remodeling process, selections, handling deadlines, budgets, vendors, and onsite decision making. Hardworking with a strong attention to detail, listening, and customer relations.

ERICA COOPER DESIGN

Designer, Business Owner (2004- Present)

Interior Design & Project Management: Branding, Marketing, Presenting & Sales (\$500K+) Managed Daily Operations & Order Management, Budgets, Scheduling, Client Psychology, Customer Service, Social Media, White Glove Details

KELLY MICHAEL DESIGN SHOWROOM

Design Consultant (2013-2018)

Relationship Building, Sales (\$850K+), Managing Orders/ Estimates, Customer Service, Managing Vendors & Samples

HGTV DESIGNER (1 season) TV Designer for Joan Steffend's Decorating Cents Show- Redesign Segment

ELK RIVER SCHOOL DISTRICT (4 yrs) Volunteer Coordinator/Trainer, Organization of Programming & Fundraising

DAYTON'S (1 yr) High-End Personal Shopper & Couture Design Consultant

Restaurant Server (8 years) Dinner Clubs/ Restaurants

Meeting and Event Planning

Planned Promotions / Holiday Events / Lunches (16 yrs, 3x/yr, 15-80 people) Erica Cooper Design, KMDesign

Organized Women's Retreats (12 yrs, 40+ people per retreat, 1-3 days) CL Church, ROL Church, Creative Retreats

Education

International Tour Management Institute, San Francisco – Certified Tour Director / Guide, December 2019

ITMI Covid Travel Safety Class 2020

ITMI Technology Masterclass 2020

ITMI Spot & Stop Human Trafficking 2020

ITMI Italian Tours Masterclass 2020

ITMI Tour Entrepreneur- Multi-day Domestic & Int'l Tours 2020

ITMI Weekly Study Hall 2019- Present

FAU Hospitality & Tourism Management Certificate June 2020

Be A Better Guide Extraordinary Storytelling for Tour Leaders July 2020

Online Tourism Academy Virtual Tour Business Class July 2020

The Travel Institute TripKit Study Plan Oct 2019-Present

TTI Business Writing Skills April 2020

Instagram With Intention Social Media Class- January-September 2019

Marie Forleo BSchool Jan-Dec 2019

Leadership Breakthru Program- September 2012, July-September 2019

Women Venture Biz Classes 2004

Fashion Merchandising and Design Associate Degree 1988

Marketing Classes 2006, 2010

Language

Her Finland Finnish Language, Culture & Mastermind Classes March 2019- Present

Additional Skills

School/Church Youth Volunteer/Mentor (16 yrs) Book Fairs/ Fundraisers / Carnivals/ Youth Retreats & Small Groups

Church Leader (19 yrs) Lead/Plan Weekly Adult Study Group (20 yrs)

Red Cross Certified CPR/ AED and First Aid

Personal Interests / Hobbies

Reading (Non-Fiction/WWII History Novels), Researching, Creating New Recipes & Craft Cocktails, Technology, Creative Arts & Quilting, Biblical Studies, Lifelong Learner (Classes/ Conferences), Passionate About Purpose