

EILEEN E. ROURKE

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Licensed Tour Guide: NYC, DC - Gateway City: New York City

QUALIFICATIONS SUMMARY

Energetic customer-oriented professional with 8 years of licensed tour sightseeing (Washington DC/New York) as well as extensive experience guiding family, friends in Washington DC and New York City. Native New Yorker, long-time DC resident with organic knowledge of the city. Extensive career as a librarian/information manager enhance and are synchronous with my tour guide experience for quality information, managing people, problem-solving and delivering client services.

- Excellent customer service
- Ability to establish rapport with individuals and groups
- Good communication and presentation skills
- Flexible as team or independent player and to respond quickly to changing conditions
- Research capabilities for learning and delivering information
- Cultural sensitivity to diverse groups, special interests, ADA requirements and safety

PROFESSIONAL EXPERIENCE

American Tour Guide Association

2018-2020

Tour Guide/Tour Director

- Conduct NYC/DC walking and bus tours for retail and corporate tours, students, performing arts groups
- Customize tours (Statue of Liberty/Ellis Island/Military Bowl) to specific group/individual interests
- Research content on special areas, i.e. Immigration
- Act as Greeter for tour operator trips
- Handle and resolve customer issues
- Provide on-site training to new tour guides
- Test-run and provide feedback on potential tours for logistics and content

Guide Service of Washington DC, Washington, DC

2005 – 2010

Tour Guide

- Led group tours of up to 60 people per bus, ranging from school groups, bands, senior citizens, including people with disabilities. Tours ranged from half-day to 3-day trips.
- Step-on guide for incoming buses or local tour companies, including the Smithsonian.
- Acted as tour escort for multi-day events, including hotel logistics.
- Meet and greet at airports and cruise lines.
- Coordinated logistics/routing with tour directors, bus drivers and other tour guides.
- Planned, created and revised itineraries for Washington DC vicinity, including Virginia, Baltimore.
- Responded to changing itineraries, based on customer needs, security situations, etc.
- Directed and advised groups participating in special events such as parades, Arlington wreath-laying.
- Conducted multi-lingual tours with translation for both US and foreign tour groups.
- Customized tours for special-interest groups (Black History, military, colleges etc.), families and corporate events, weddings, etc.
- Acted as senior tour guide for multiple buses and supervised new tour guides.

LICENSES, EDUCATION & TRAINING

Licensed NYC Sightseeing Guide #2061603-DCA – Expiration Date 3/31/2022

Licensed DC Tour Guide – License TGL10155 - Expiration Date - 12/31/2021

ATGA (American Tour Guide Association) Certification Trainings

Washington DC Updates – December 2018, December 2019

New York City – July 2017

Guide Service of Washington – Tour Guide training – 8-week intensive hands-on course - **2005**

M.L.S. Library & Information Science, Columbia University

B.S. History, Music (minor) Brooklyn College, CUNY

PROFESSIONAL AFFILIATIONS

GANYC – Guide Association of New York City - **2018** - present

Attend professional meetings, trainings and FAM tours

The Guild of Professional Tour Guides of Washington, DC – attended meetings **2005-2009**