

Joseph P. Bordonaro, CITM

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PROFILE: Certified International Tour Manager with four decades of U.S. and World travel experience, over thirty years of management experience providing superior customer service to corporate and personal clients, and Bachelor's of Business and MBA degrees.

OBJECTIVE: A Tour Director position to apply my people and management skills, tour director training, and fun attitude to give passengers going on escorted tours an experience that is enjoyable, entertaining, safe, and memorable.

QUALIFICATIONS

- Certified International Tour Manager, International Guide Academy, Denver, CO.
- Training with Cherie Anderson, Professional Tour Management Training, CA.
- ITMI Touring Italy Master Class plus numerous ITMI online Destination Refreshes
- Trip School - New York City and Boston in field training, plus online technology classes.
- Licensed Washington D.C. Tour Guide
- Bachelor of Business, Miami University, Oxford, OH.
- MBA, University of Michigan, Ann Arbor, MI.
- Improvisational Comedy – Second City, Cleveland, OH. Stand-up and sketch comedy.

EXPERIENCE

Tour Director Experience: **EF Explore America** – Washington D.C., New York City, Boston – received 5 star evaluations. **Prodigy Student Travel:** Gettysburg, PA and Washington D.C.

National Sales and Account Management Professional: Acted as the face of company to corporate, Fortune 500, and family business clients. Travel experience gained from 100+ days of independent on the road travel annually. Public speaking, research skills will be used to provide knowledgeable commentary. Management and Operation skills will be applied to directing successful tours.

Marketing and Product Management: Team player responsible for working collaboratively with operations, internal staff, and outside suppliers to satisfy customers. Organized and detail oriented. Customer satisfaction, business reporting, and budgeting skills are honed and transferable. Flexible and trustworthy, using sense of humor in working with customers and associates of all types.

Volunteer and Membership: WWII and Korean War Veteran Honor Flight escort to D.C.; College fraternity advisor - Lambda Chi Alpha; Bishop Pilla Italian American Studies Program, John Carroll University. Interests: Movies, comedy, sports, history, genealogy, Italy.

INTERNATIONAL TRAVEL EXPERIENCE

Canada, England, Scotland, Belgium, Netherlands, France, Austria, Germany, Italy including Sicily, China, Russia and Australia.

U.S.A. TRAVEL EXPERIENCE

Have lived on the West Coast, in the Midwest, and in the Southern USA, and have traveled extensively across the U.S. (40 of 50 states) by car, plane, and coach for business and leisure.