

Matt Apter

Licensed NYC Tour Guide



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OBJECTIVE

To obtain a position as a New York City tour guide or tour manager and continue to give clients an enjoyable and memorable travel experience

QUALIFICATIONS

- ✓ Exceptional charisma, leadership, and interpersonal skills
- ✓ Excellent organizational and problem solving skills
- ✓ Ability to multitask and work effectively with minimal supervision
- ✓ New York Rock N' Roll History Walking Tour & Pub Crawl
- ✓ Broadway Walking Tour

EDUCATION

BACHELOR OF ARTS

Speech Communication

Ithaca College

2004 - 2008

OTHER GUIDING EXPERIENCE

NYC Vacation Packages

Tour Guide, 2011-Present

CitySightsNY

Tour Guide, 2008-2010

PROFESSIONAL EXPERIENCE

TOUR AMBASSADOR

One World Observatory – May 2017 to Present

- Conduct hour-long Highlights Tours of 1 WTC and One World Observatory
- Present 10-15 minute-long 'CityPulse' Shows—multimedia presentations about NYC using 10 TV monitors and gesture recognition technology
- Engage guests and answer questions about 1 WTC and views from Observatory windows

TOUR GUIDE

Babylon Tours – November 2016 to Present

- Designed all New York City tour programs for Babylon Tours
- Conduct tours of the Metropolitan Museum of Art, the American Museum of Natural History, Central Park, Lower Manhattan, and Midtown architecture

TOUR MANAGER

Junior Tours – March 2016 to Present

- Manage multi-day performing arts student tours
- Escort group to/from hotel every morning through entire day of planned activities
- Provide historic content while managing timing and logistics of contracted meals/events

TOUR MANAGER

Students On Broadway NYC – March 2013 to August 2016

- Managed and guided multi-day performing arts student tours
- Staffed and managed tour guides for Macy's Thanksgiving Day Parade marching bands (350+ passengers)
- Directed and coordinated logistics for multiple groups happening simultaneously

GUIDE

New York Water Taxi – May 2012 to Present

- Conduct tours of New York Harbor from Water Taxi and Zephyr vessels
- Use English and interpersonal skills to communicate with travelers from around the globe
- Welcome guests and assist the ship's crew while passengers board and disembark

TOUR MANAGER

Contiki Vacations – February 2010 to January 2017

- Managed three day NYC tours for groups of 18-35 year old clients (up to 54 passengers)
- Handled tour budget, contacted and paid suppliers (restaurants, bars, ticket agents), sold optional city excursions to clients and accepted cash and credit card payments
- Conducted city tours including historic, cultural, and practical information

TOUR GUIDE

Levy's Unique New York – March 2009 to Present

- Conduct guided tours of NYC by foot, motor coach, and/or subway for middle school, high school, college-aged and adult groups of up to 55 passengers
- Coordinate tour logistics (coach pick-ups & drop-offs, subway transportation, etc.)