

# Michael J. Conway

Pittsburgh, PA 15122-2618

(412) 719-4176

mikeconwaytravels@gmail.com

## PROFESSIONAL SUMMARY

Experienced Tour Director and Program Manager with 20+ years leading student and adult travel across the U.S. and abroad. Skilled in group leadership, logistics coordination, and delivering enriching travel experiences. Known for strong interpersonal skills, customer service excellence, and the ability to manage complex itineraries with professionalism and enthusiasm.

## KEY SKILLS

Group Leadership & Tour Management, Educational & Cultural Travel, Customer Service Excellence, Public Speaking & Presentation, Logistics & Itinerary Planning, Cross-Cultural Communication, Vendor & Partner Coordination, Time & Resource Management

## EXPERIENCE

**Bob Rogers Travel**, Naperville, IL 2023 – present

Tour Director

Lead national and international music performance tours. Coordinate logistics for large student groups traveling to destinations such as New York City and Europe. Ensure safe, seamless, and memorable experiences for all.

**Grand Classroom**, Charlottesville, VA 2022 – present

Tour Guide

Direct multi-day educational tours for middle school students to Washington, D.C. Provide engaging commentary on history, culture, and civics during these 3–7 day trips.

**Grand Circle Corporation**, Boston, MA 2022 – present

Program Director

Lead multi-day tours of western U.S. National Parks, including Yellowstone, Grand Teton, Glacier, and Mount Rushmore. Deliver interpretive programs, ensuring cultural and educational value for diverse groups.

**AAA Group Travel**, Pittsburgh, PA 2015 - present

Tour Manager

Represent AAA on extended, multi-day tours across the U.S. and Canada. Coordinate with in-destination guides and accompany groups, serving as both tour guide and manager.

**WorldStrides Performing Arts (MusicAmerica)**, Charlottesville, VA 2013 - 2020

Senior Sales Manager and Tour Director

**Brightspark Travel**, Deerfield, IL 2010 - 2013

Tour Consultant and Tour Director

**New Horizons Tour & Travel**, Jackson, MI 2005 – 2010

Director of Marketing and Tour Director

**Lenzner Coach Lines**, Pittsburgh, PA 2005 - 2007

Director of Tour Services and Tour Director

**Action Tours of PA**, Pittsburgh, PA 2005 - 2007

Tour Director

**People to People Student Ambassador Program**, Spokane, WA, 2001 – 2012

Teacher Leader

## LICENSES

New York City Tour Guide

Washington, D. C. Tour Guide

## EDUCATION

B.S. in Music Education, Indiana University of Pennsylvania, Indiana, PA

## AWARDS

Nominated for two Grammy Awards (2022) as a tenor in the Mendelssohn Choir of Pittsburgh.