

Michael J. Conway
130 Creston Drive
West Mifflin, PA 15122-2618
412 719-4176
mikeconwaytravels@gmail.com

CAREER PROFILE

Combining a background in education with a passion for travel. Sales Consultant, Director of Marketing, Tour Director and Trainer with seventeen years of experience in both adult and student markets. Excellent written and oral communication skills and a leader with a teamwork orientation.

EXPERIENCE

Grand Circle Corporation, Boston, MA 2022 – present

Tour Manager

Beginning in the 2022 season will lead multiple departures of the Grand Circle Travel tour titled *The Great National Parks: Yellowstone, Grand Teton & Mount Rushmore*.

AAA Group Travel, Pittsburgh, PA 2015 - present

Tour Manager

Serve as local representative for AAA on long distance, multi-day tours, coordinating with in-destination guides to deliver the contracted AAA tour itinerary. On motorcoach tours, accompany groups on tours of varying length serving as both local guide and tour manager. Tours have included America's National Parks, New England, Mackinac Island and many other destinations across the country.

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

Senior Sales Manager and Tour Director

Hired in October, 2013, had grown my book of business from one dozen trips and \$750,000 in revenue, to FY 2020 with 56 trips and \$2.75 million in revenue. Often serve as Tour Director for trips to cement relationships and because of destination knowledge both at home and abroad.

Brightspark Travel, Deerfield, IL 2010 - 2013

Tour Consultant and Tour Director

Within three years, grew personal sales from \$250,000 to \$1.8 million dollars. Market stretched from Pennsylvania to Indiana. Over 40 contracted trips in final year. Additionally serve as Tour Director for many trips to build relationships and destination knowledge.

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

Director of Marketing and Tour Director

Managed all marketing functions with a \$300,000 annual budget. With one assistant, coordinated all initiatives and collateral for a \$25 million company supporting 18 regional sales managers. Historically, NHTT produced 500 tours annually. Oversee the delivery of the final product of New Horizons Tour & Travel. Ensure that the tour promised, is the tour delivered. Work for the complete satisfaction of customer to make certain the stays loyal to NHTT. Annually led tours across the country during the spring and fall travel seasons.

Lenzner Coach Lines, Pittsburgh, PA 2005 - 2007

Director of Tour Services and Tour Director

Within six months of hire, promoted to this position overseeing every aspect of tour director services. Began as tour director leading one day tours and rapidly ascended to position with total responsibility for 28 tour directors. As Tour Director, accompanied adult groups on motorcoach tours to many diverse destinations domestically.

Action Tours of PA, Pittsburgh, PA 2005 - 2007

Tour Director

Working for local (Pittsburgh area) tour operator, led student motorcoach tours to many East Coast destinations, from Boston to Orlando. Helped expand corporate offerings in New York City through local knowledge and attended school meetings spotlighting the necessity of student travel as a form of educational enrichment.

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

Teacher Leader

Helped to organize a regional delegation of students (grades 5-12), in Western Pennsylvania annually for international travel with local organizational meetings. Maintained a delegation web site, facebook account and blog to keep both students and parents up to date on travel plans and travel necessities. This culminated in accompanying the delegation during travel, working in coordination with a local guide.

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.