

Antonio Ragone, Travel Director

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antonioragone@yahoo.com

Experience

Tour Escort/NYC Licensed Tour Guide 04/2004-Present
Self Employed New York City, NY
Allied-Tpro, Amigo Tours, Walk With Me Tours, Globe from Home, Volatour NYC, Team America, Travalco, Tourco, Global Independent Travel Services NYC, Amadeo Travel NYC, EF Educational Tours, Sears Travel Canada, The Travel Merchant Toronto, Classical Movements Inc., European Incoming Service Italy & U.S.A., C.A.S.T. Tours Rome, G.S.A. Travel Services Rome, Terramia
Lead, guide, and direct different tour groups throughout the U.S.A., Canada, and Europe. Responsible for the smooth functioning of all transportation, accommodation, and sightseeing arrangements.

Assistant Project Manager 04/2003-03/2004
Italian Trade Commission New York City, NY
Responsible for the translation of business letters and documents from English into Italian and vice versa. Contacted potential investors. Organized high-level events for the Italian government in conjunction with the New York Stock Exchange and other organizations.

Customer Service and Ticketing Agent 11/2002-03/2003
Lufthansa USA Miami, FL
Check-in Agent for first class and business class counter. Verified passports and assisted non-English speaking passengers.

Customer Service and Ticketing Agent 06/1998-06/2000
Ogden Aviation Germany Hamburg, Germany
Assisted passengers with customs, ticketing, check-in, and boarding. Trained new employees in use of booking, reservation, and ticketing systems for KLM, Alitalia, CSA, and others.

Italian-Language Teacher 07/1997-05/2004
Taught classes and individual students in English, German, and Italian.

Additional Experience

Furniture Builder/Re-finisher 02/2001-03/2002
Big People Toys Seattle, WA
Fulfilled orders and assisted clients with customization of imported and antique furniture.

Education

Associate Degree 06/1995-08/1997
Staatliche Fremdsprachenschule Hamburg, Germany
Business correspondence and foreign languages major (English, Spanish, French)

Certifications

DEI in the Workplace Certificate, University of South Florida	05/2021
Washington D.C Tour Guide License	02/2012
Italian Tour Manager License	12/2007
IATM Tour Manager	01/2004
New York City Tour Guide License	02/2006
Basic Check-in Course, Ogden Aviation Germany	07/1998
Arco Check-in Course, Ogden Aviation Germany	10/1998
Dangerous Goods Course, Ogden Aviation Germany	05/1999

Related

Dual Citizenship; Italy, USA,
Member of Guide Association of New York City

Skills

Languages: Italian (first), English, German, Spanish, French (conversational)
Computer: MAC, PC, Microsoft Office (Excel, Word, Windows, Access)
DC Airline Booking and Reservation Systems