



RACHEL O'BRIEN

CERTIFIED TOUR DIRECTOR/GUIDE

CONTACT

- 📞 512.775.8585
- ✉️ rachelrobrien@outlook.com
- 📍 Austin, Texas
- ✈️ AUS



CERTIFICATIONS

- Tour Director Certification**
TripSchool 2024
- Non-Profit Leadership & Management**
ACC 2024
- SHRM - CP**
ACC December 2024

GUIDE LICENCES

Washington D.C.

PERSONAL + VOLUNTEER

I'm a gluten-free baker, everyday reader, and someone who lives for a great cup of coffee and a serious game of Mahjong. And, in the words of Danny Rojas, "Swimming is life!"

Bullock Texas State History Museum
Volunteer

PERSONAL DESTINATION KNOWLEDGE

Texas - Yeehaw! | South Carolina | Florida | California | Germany (Berlin) | United Kingdom | Ireland | France | Denmark | Hungary | Czechia | Portugal | Austria | Türkiye | Spain | Ecuador/Galapagos

DESTINATION TRAINING

TripSchool Bootcamp - Washington D.C. - October 2024
East Coast MegaTraining 2025

RELEVANT EXPERIENCE

Principal Consultant | Founder

Rachel O. Consulting | Current

Provide strategic guidance, actionable solutions, and hands-on support to small businesses and non-profits, with a focus on empowering women-owned enterprises. Design and implement tailored solutions to streamline operations, enhance customer service, and drive business growth.

Caterer

Maudie's Tex-Mex | Current

Excels in customer service to create memorable experiences for clients and guests, emphasizing effective communication and attention to detail in presentation. Mastering hospitality skills to ensure a positive experience which will leave a lasting impression.

Executive Director

Congregation Ohev Shalom/Agudas Achim | 4 years

Revitalized leadership frameworks to improve operational efficiency, enhance team collaboration, and elevate congregant experiences. Led community engagement and fundraising efforts to expand outreach and strengthen programming. Implemented strategic initiatives to boost financial sustainability, streamline operations, and improve overall service delivery.

Operations + Surgical Practice Manager

Naples Oral + Facial Surgery | 21 years

Spearheaded initiatives that boosted the practice's reputation for exceptional customer service and operational efficiency. Led a team of 16-20 staff, optimizing workflows and streamlining processes to drive continuous improvement. Managed HR functions, including recruitment, performance management, and payroll. Developed effective communication strategies and coordinated educational programs, including a comprehensive surgical curriculum, to support professional development and enhance operational performance..

ACADEMIC BACKGROUND

St. Edward's University

Organizational Communication | 2014

Presidential Award