



## RACHEL O'BRIEN

CERTIFIED TOUR DIRECTOR/GUIDE

### CONTACT

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📍 Austin, TX | Charleston, SC

✈️ AUS | CHS



### CERTIFICATIONS

**Tour Director Certification**

TripSchool 2024

**Non-Profit Leadership & Management**

ACC 2024

**Adult, Child and Baby First**

**Aid/CPR/AED Certification**

American Red Cross 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 spirit of Danny Rojas, "Swimming is life!"

Bullock Texas State History Museum  
Volunteer

### TOUR DIRECTOR EXPERIENCE

**Bespoke Experiences** 2025 - Present

**Education Travel Adventures** 2024 - Present

**EF Explore America** 2024 - Present

**Riviera Travel** 2025 - Present

**Road Scholar** 2025 - Present

**TripU** 2024 - Present

**WorldStrides** 2024 - Present

### DESTINATION EXPERIENCE / KNOWLEDGE

Texas - Yeehaw! | Washington D.C. | Charleston, SC | New York, NY | California | Florida | Hawaii | Germany | United Kingdom | Ireland | France | Denmark | Hungary | Czechia | Portugal | Austria | Türkiye | Spain | Ecuador/Galapagos

### DESTINATION TRAINING

**TripSchool Bootcamp - Washington D.C. - October 2024**

### RELEVANT EXPERIENCE

#### 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.

#### 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.

#### 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