



# AMY WALLACE

CERTIFIED TOUR DIRECTOR/GUIDE

## CONTACT

- 📞 651.332.0933
- ✉ amywallaceTD@gmail.com
- 📍 St. Paul, MN
- ✈ MSP
- 🔥 Scan for CampFire profile



## CERTIFICATIONS

- Tour Director Certification-  
**TripSchool** 2023
- First Aid & CPR

## GUIDE LICENSES

- Washington, DC
- New York City

## PERSONAL INTERESTS

Exploring, musical theater, hiking and glamping, art, new restaurants, historical fiction and spy thrillers, museums, pickleball, road trips, travel bargains, and volunteering

## DESTINATION KNOWLEDGE

Minneapolis/St Paul, Washington DC, New York City, New England, Mackinac Island, Chicago, Charleston, Niagara Falls, Mount Rushmore

## DESTINATION TRAINING

- **Trip School** - New York City, Feb 2025
- **Worldstrides** - LEAP Training, Washington, DC, Jan 2024 and Jan 2025
- **EF Explore America** - In-Field Orientation, Washington, DC, Nov 2023
- **Trip School** - New England Fall Foliage, August 2023
- **Trip School** - Washington, DC, March 2023

## RELEVANT SKILLS

### TOUR DIRECTOR

- **US Department of State**, International Visitor Liaison, multi-city tour manager for groups of young professionals selected by US embassies to participate in the International Visitor Leadership Program.
- **Experience the Twin Cities**, Tour Guide/Land Operations for **Viking Mississippi River** cruises during pre/post trip and turn over days in the Twin Cities
- **Collette Tours**, Tour Manager, Mackinac Island
- **Envision Honor Performance Series**, Chaperone, NYC and London
- **Worldstrides**, Couse Leader, Washington DC
- **EF Explore America**, Tour Director, Washington DC
- **Educational Discovery Tours**, Tour Director, Washington DC

### PROJECT MANAGEMENT & EVENT PLANNING

- Manage annual planning and budgeting for product lines within Fortune 500 companies
- Chairperson and executive committee member of biennial community Christmas event with over 2,000 guests and 200 volunteers
- Eight year member of executive committee planning annual charity dinner and auction, raising over \$100,000 annually
- Coordinated facilities and dining for annual Speech tournament with over 1,000 participants

### CUSTOMER SERVICE & HOSPITALITY

- Work directly with third party vendors to ensure sales commissions were accurate and paid on time
- Worked directly with customers to resolve complex billing issues resulting from accounting system migration
- Provided outstanding customer service as a server, guest services worker, & tennis instructor at a family resort in northern Minnesota

## ACADEMIC BACKGROUND

**University of South Carolina**

*International MBA*

Study abroad Guadalajara, Mexico

Internship Caracas, Venezuela

**University of Notre Dame**

*BA English*

Study abroad Pamplona, Spain