

China Zanes

Tour Coordinator

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☎ (424) 278-6278
📍 123 Silver Lane, Las Vegas, NV 89101

Education

Bachelor of Arts in Tourism Management at University of Nevada, Las Vegas

Aug 2017 - May 2022

Relevant Coursework: Tourism Marketing, Sustainable Tourism, Destination Management, Travel Planning, Hospitality Management, Event Planning, Tourism Policy and Planning, Cultural Heritage Tourism, and Tourism Economics.

Links

[linkedin.com/in/chinazanes](https://www.linkedin.com/in/chinazanes)

Skills

Itinerary planning

Time management

Budgeting

Customer service

Problem-solving

Multilingualism

Microsoft Office

Languages

English

Indonesian

Hobbies

Profile

Dedicated Tour Coordinator with 1 year of experience in planning and coordinating memorable tours in the travel industry. Proficient in managing logistics, creating itineraries, and ensuring customer satisfaction. Adept at collaborating with vendors and managing bookings to provide exceptional travel experiences. Strong communication and organizational skills, committed to enhancing client experiences and fostering long-lasting relationships.

Employment History

Tour Coordinator at Nevada Tour Company, NV

Apr 2023 - Present

- Successfully coordinated and executed over 250 tours for Nevada Tour Company, resulting in a 95% customer satisfaction rating and an increase in repeat business by 20%.
- Streamlined the tour booking process by implementing an online reservation system, leading to a 30% reduction in customer wait times and a 15% increase in overall bookings.
- Developed and maintained relationships with over 50 local vendors and partners, leading to a 10% reduction in tour costs and the ability to offer exclusive experiences to our clients.
- Trained and supervised a team of 10 tour guides, resulting in a 100% staff retention rate and consistently positive feedback from customers on the quality of our tours.

Assistant Tour Coordinator at Grand Vegas Tours, NV

Sep 2022 - Feb 2023

- Coordinated and successfully executed over 50 group tours, resulting in a 30% increase in group bookings and a 25% boost in overall company revenue in 2019.
- Streamlined the tour booking process by implementing an online booking system, reducing administrative tasks by 40% and increasing customer satisfaction by 35%.
- Developed and maintained long-term partnerships with 10 major hotels and attractions in the Las Vegas area, leading to a 20% increase in referral business and a 15% growth in repeat customers.
- Designed and launched a social media marketing campaign that reached over 100,000 potential clients, leading to a 10% increase in website traffic and a 5% uptick in new customer bookings.

Certificates

Certified Tour Professional (CTP)

Nov 2021

Sustainable Tourism Certified Professional (STCP)

Jun 2020