

# Elizabeth Montgomery

e.montgomery@pro-mail.com | +1 (305) 555-0198

## PROFESSIONAL SUMMARY

---

Strategic Tour Operator Manager with over 10 years of experience in the luxury travel sector. Proven track record of increasing company revenue by 25% through innovative package design and aggressive vendor negotiation. Expert in managing cross functional teams and delivering 98% customer satisfaction ratings across international destinations.

## WORK EXPERIENCE

---

### **Senior Operations Manager | Horizon Global Travel | Miami, FL**

*May 2018 - Present*

- Spearheaded the development of 22 new luxury tour packages in the Caribbean, resulting in a 30% increase in year-over-year revenue.
- Negotiated multi-year contracts with 45 premium resort partners, achieving a 15% reduction in procurement costs.
- Leads a diverse team of 12 tour coordinators and 5 sales specialists, maintaining a 95% employee retention rate.
- Orchestrated the digital transformation of the booking platform, reducing the customer checkout time by 2 minutes on average.
- Managed an annual operational budget of \$4.5M while consistently staying 5% under budget.

### **Regional Tour Manager | Latitude Expeditions | Orlando, FL**

*Feb 2013 - Apr 2018*

- Increased passenger volume by 40% through the implementation of targeted referral programs and travel agent partnerships.
- Developed and executed emergency response protocols that successfully localized and assisted 120 guests during a regional weather crisis.
- Reduced ground transportation expenses by 18% through strategic fleet leasing and route optimization.
- Achieved a record 98.5% positive feedback rating from customer satisfaction surveys across 4,000+ tour participants.
- Trained over 50 ground guides on service excellence and safety standards across South America operations.

### **Package Tour Specialist | Coastal Voyages & Tours | Charleston, SC**

*Jun 2010 - Jan 2013*

- Curated and launched 10 domestic tour itineraries that became the company's best-selling products within the first year.
- Automated the vendor invoicing process, saving the finance department 15 hours of manual labor per week.
- Assessed and vetted over 200 local service providers to ensure adherence to strict safety and quality standards.
- Supported a 10% growth in direct sales by collaborating with the marketing team on SEO-focused itinerary copy.

## EDUCATION

---

### **University of Florida | Master of Science | Tourism and Recreation Management**

*Aug 2008 - May 2010*

### **Florida State University | Bachelor of Science | Business Administration**

*Aug 2004 - May 2008*

## SKILLS

---

GDS (Amadeus, Sabre), CRM Management, Logistics Programming, Yield Management, Emergency Management, Vendor Relations, Budget Forecasting, Strategic Planning, Contract Negotiation, Team Building, Revenue Management, Market Analysis

## CERTIFICATIONS

---

Certified Travel Associate (CTA) | The Travel Institute (2012)  
Sustainable Tourism Certification | Global Sustainable Tourism Council (2020)

## LANGUAGES

---

English (Native)  
Spanish (Professional Working Proficiency)

## ACTIVITIES

---

### **Hospitality Mentoring**

Volunteering as a career mentor for undergraduate tourism students.

### **Sustainable Travel Association**

Active member contributing to local eco-tourism policy development.

---

CV example from guide at [vitae.so](http://vitae.so)