

Marie Hernandez

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EDUCATION

San Luis Obispo High School Graduate

1999

California Institute of the Arts, BFA – Photography and Digital Media

2005

PROFESSIONAL EXPERIENCE

Tourism & Travel

- Manage group travel solo or with a co-leader during private custom trips, educational tours, active travel, and conferences.
- Pre-tour site visits conducting meetings with all restaurants, vendors, hotel managers, spa services, and preview routes.
- Conduct welcome meetings, safety talks, route guidance, daily itineraries, and briefings on local history and areas of interest.
- Manage vehicles, trailers, and all equipment for groups of 2 to 60 guests. Conducting repairs and maintaining cleanliness.
- Reflect excellent customer service and always be available to anticipate guest needs, whether big or small.
- Capture highlights of each tour, edit photos, and produce a short video to present on the final night of each tour.

Black Sheep Adventures - Piedmont, CA

Custom Tour Specialist

2015 -2022

- Curate travel itineraries for individual client objectives, from daily activities to the overall flow of a week.
- Secure hotels, conference centers, banquet orders, and seek out exclusive access to unique activities and world-class dining.
- Lead trips under the company's name as well as acting as a representative under clients' names, such as [Butterfield & Robinson](#), [Duvine](#), [Commonwealth Club](#), [Smithsonian](#), [MIT](#), and [Polytechnic School](#), in destinations throughout Alaska, California, Colorado, Idaho, Washington, and the Canadian Rockies and within National Parks.

VBT - Williston, VT

Trip Leader

2014 - Present

- Co-lead week-long cycle excursions throughout California's Coast and Wine Country, Arizona, Southern Utah, Maine, Yellowstone, Tetons, Cape Cod, Martha's Vineyard, and New Zealand. Alternate between cycling and driving the support van.
- Shopped, prepared, and presented gourmet picnics, prioritizing food safety and dietary restrictions to meet client needs.

Incredible Adventures - San Francisco, CA

Tour Guide & Customer Service Rep

2012 - 2016

- Confirmed reservations, responded to customer inquiries about guided excursions, and made recommendations.
- Solo driver/guide on all sightseeing tours and multiday adventures from San Francisco to Muir Woods, Wine Country, and hiking trips in Yosemite, Kings Canyon, and Sequoia National Parks.

Corporate

50Cubes Inc. - San Francisco, CA

Office Manager & Executive Assistant

2010 - 2013

- Developed and implemented HR procedures for all staff, including induction, training, and termination. Ensured that policies and procedures were followed and staff needs were met for up to 60 employees.
- Arrange all travel and off-site meetings, conferences, retreats, and business events for the CEO, VP, and Board of Directors.

Education/Non-Profit

Lucia Mar Unified School District

School Bus Driver

2022 – Present

- Transport our most precious cargo, children, to and from school. Ensure safety and assist students with disabilities.
- Safely operate 40 ft bus, perform daily inspections, report mechanical issues, and communicate with supervisors.

Foglifter Press

Events Director

2013 -2019

- Organized and executed successful launch events for journal publications, including guest management, itinerary planning, refreshment coordination, and A/V setup.
- Organized and implemented booth presents for UCSF *14 Hills* and *Foglifter Press* at the Boston AWP conference 2013.

Government

NT Department of Health - Darwin, NT Australia

Multimedia Producer

2006 - 2007

- Developed communication resources to aid health awareness throughout remote Aboriginal Communities in Australia.
- Oversaw and coordinated materials and style guides from drafting to publishing stages for web, video, and print materials.

CERTIFICATIONS & TECHNICAL SKILLS

- Mac/PC Operating Systems, FlyBook Tour Management Software, Google Office, Microsoft Office Suite, Adobe Creative Suite.
- CPR/ First Aid Certified, SPAB Certified School Bus CDL w/Passenger Endorsement, Fingerprinted and Livescan.
- Triple Passport Holder; including USA, EU (Ireland), and Commonwealth (Australia).