

Devon Spieker

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Work Experience

Independent Contractor, **January 2019 – Present**
Tour Director, Tour Guide, and Travel Director

- Ensure the best experience for guests through the provision of customer service, execution of complex travel logistics, and the delivery of commentary for any size or type of group.

The Oak House, Elon, NC **January 2019 – Present**
Barista and Server

- Serve local coffee, wine, and beer products to guests and provide excellent customer service.

Coutours, London, U.K. (Local Tour Guide Company) **November 2016 – Present**
Marketing Intern

- Envisioned and created company website using the Weebly platform.
- Collaborate virtually overseas via Skype to continuously develop and update company website.

The Walt Disney Company, Lake Buena Vista, FL **June 2018 – November 2018**
Disney College Program Intern, Epcot Parking and Auto Plaza Host

- Recognized through Cast Compliments and Grape Sodas for my Guest experience and Service 40+ times.
- Sustained high levels of enthusiasm in outdoor working environments.
- Sought out individualized Guest interactions to ensure positive Guest experiences, build lasting relationships, and resolve conflicts, all while maintaining a safe environment.

• **Elon University Admissions,** Elon, NC **March 2015 – May 2018**
University Guide and Trainer

- Selected to represent the office and university on multiple student and faculty panels discussing student life.
- Assisted on the Training Team to interview, select, train, develop, and mentor new University Guides.
- Demonstrated teamwork with 100+ guides and university staff throughout large new student admission events servicing 1500+ individuals.
- Facilitated a unique tour experience focused on establishing relationships between perspective students, their families, and the university for groups up to 40 in size.

Elon University, Elon, NC **February 2015 – January 2018**
Orientation Leader, Student Director, and Alamance Youth Leadership Academy (AYLA) Coordinator

- Improved AYLA through the development of facilitator training, re-creation of the program manual, and expansion of overall job responsibilities and scope.
- Recruited and trained 18-24 year old college students as facilitators for AYLA.
- Organized logistics for AYLA and engaged with 200+ middle school students, 11-14 years old, in a variety of activities, workshops, and conversations while making on the spot decisions in response to time management conflicts and miscellaneous conflicts.
- Led 54 first-year college students through preplanned activities and informational workshops and mentored them throughout their first semester of college.

Education

International Tour Management Institute, San Francisco, CA **December 2018**

- ITMI Certified Tour Director / Guide
- Completed a 2-week intensive course addressing all aspects of the Travel and Tourism Industry.

Elon University, Elon, NC **May 2018**
Cum Laude
Omicron Delta Kappa

- BSBA, Human Resource Management
- Minors: Accounting and Leadership Studies

Isabella Cannon Leadership Fellows, Elon University

- One of only 30 selected out of a class of 1500 to participate in classes, forums, workshops, and travel experiences with an intense focus on leadership education and development.
- Traveled through the Deep South on a Civil Rights tour focused on history and leadership.

NOLS, Pacific Northwest, WA **June 2017 – July 2017**

- Backpacking on a 30-day instructed course across 120 miles of mountainous terrain while carrying 50 lbs.
- Practiced facilitation, leadership, decision-making, and practical skills throughout the course.

Semester Abroad, London, U.K. **August 2016 – December 2016**

- Took part in many independent and program sponsored travel opportunities in: Wales, Ireland, the United Kingdom, Iceland, Italy, Spain, and France.

Software Skills

- Proficient in Microsoft Office (Word, Excel, and PowerPoint) and with Apple products and software.