Lena Fujimoto

TOUR ESCORT

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Summary

Tour escort with 4 years of experience traveling with motorcoach groups of up to 48 guests on 5- to 12-day tours of New England, Eastern Canada and the Mid-Atlantic. Owns itinerary management, group travel logistics and on-road problem solving, and narrates each day with clear public speaking. Holds ITMI tour director certification and First Aid/CPR/AED.

Skills

- Itinerary Management
- Group Travel Logistics
- Vendor Coordination
- Customer Service
- Public Speaking
- Cash Reconciliation
- Microsoft Excel
- Reservation Systems
- Problem Solving
- Attention to Detail

Experience

Tour Escort 04/2022 - Present

Heritage Trails Motorcoach Tours Boston, MA

Escort for a group tour operator running 200+ departures a year for adult travelers.

- Direct **14-16** multi-day tours a year for groups of 35-48 guests across 6 states and 2 Canadian provinces.
- Secure hotels, restaurants and attraction tickets 48 hours ahead through vendor coordination with 30+ partners per tour.
- Balance tour cash funds of up to $6,000 per trip, finishing cash reconciliation within 3 days of each return.
- Resolve on-road disruptions, such as a 2024 storm closure that meant rebooking hotels and meals for 44 guests overnight.

Reservations Agent 09/2019 - 03/2022

Bay State Travel Group Boston, MA

Phone and email reservations for a regional group travel agency.

- Booked 300+ group and individual tour packages a month in 2 reservation systems with patient, clear customer service.
- Built rooming lists and day-by-day itineraries in Microsoft Excel for 25 group departures a year.
- Resolved billing disputes and travel insurance claims, cutting open cases from 40 to 12 in 6 months.
- Prepared tour document packets with attention to detail, sending zero wrong-date tickets in 2021.

Front Desk Associate 09/2017 - 05/2019

Pioneer Valley Inn Amherst, MA

Part-time weekend role at an 85-room inn while completing a hospitality degree.

- Checked in up to 90 guests a shift during graduation and leaf-peeping weekends.
- Arranged airport shuttles, dinner reservations and group room blocks for wedding parties.
- Closed out the front desk cash drawer at every shift with no variances over 2 years.

Education

Bachelor of Science 05/2019

University of Massachusetts Amherst Amherst, MA

Hospitality and Tourism Management

Certificates

Tour Director Certification

International Tour Management Institute (ITMI)

02/2022

First Aid/CPR/AED

American Red Cross

02/2025