

Valentina Hernandez

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TOURISM MANAGEMENT PROFESSIONAL QUALIFICATIONS

- Experienced nature-based tourism professional with more than six seasons of demonstrated expertise in wilderness guide management, ecotourism operations, employee development, and risk management in a wilderness setting
- A strong leader who can effectively hire, train, and motivate seasonal guide and hospitality staff to consistently deliver an exceptional guest experience
- Recognized by Governor of Colorado for exceptional leadership skills during a crisis

EDUCATION

Masters in Tourism Management

Colorado State University, Fort Collins, CO

May 20XX

GPA: 3.65

Bachelor of Arts, Double Major in Geography and Environmental Studies

University of Colorado, Boulder, CO

May 20XX

GPA: 3.60

WORK EXPERIENCE

Lodge Manager

National Park, AK

(Summers) 20XX–20XX

- Hired to manage the complex process of opening a remote wilderness lodge in a challenging Alaskan fjord environment
- Worked directly with AWA's President to develop and implement his vision of the KFGL experience
- Responsible for the transition of KFGL from construction to operations
- Developed and managed all operational systems for guided guest activities and natural history programs, staff hiring, training and development, housekeeping, maintenance, and food services
- Conducted interviews, verified references, and advised AWA's President on key leadership hires
- Created and implemented staff schedules, conducted performance reviews and documented all employee incidents
- Supervised and trained 20 resident staff members, including two managers, seven guides, five cooks, and six hospitality personnel
- Provided ongoing counseling, mediated conflict resolution and mentored group living skills for staff in an isolated and communal work environment
- Conducted a risk evaluation for the Lodge, advised AWA management and implemented resulting plan; initiated wilderness emergency medicine protocols
- Developed and documented key operational systems, including remote supply chain procedures for food, fuel, and supplies, as well as coordination of guest arrivals/departures with marine transport services
- Rated by Trip Advisor as "Excellent" (5/5 stars) along with numerous comments regarding staff quality and ability to deliver "the experience of a lifetime"
- Planned, forecasted, systemized and budgeted weekly food orders; audited all bar sales
- Coordinated all lodge maintenance regimes, prioritized equipment purchases and ensured they came in under budget

Professional Ski Patroller/Wilderness EMT

Ski Resort, Someplace City, AK

(Winters) 20XX – 20XX

- Responsible for lodge communications with National Park Service, tour operators, and travel agencies
- Recognized by Alaska Governor Sean Parnell for outstanding performance of emergency medical skills during a difficult mountain rescue
- Selected as Senior Patroller/Avalanche Control Route Leader for one of North America’s most challenging ski resort environments
- Commissioned by Patrol Director to be Lift Evacuation Leader - inspected, evaluated, and upgraded lift evacuation plans and equipment, as well as instructed ski patrol personnel in advanced rope rescue techniques
- Developed comprehensive lift evacuation training videos, demonstrating the updated and advanced techniques necessary for two brand new chairlifts at Alyeska
- Performed avalanche mitigation activities, safety enforcement, and risk management assessments daily
- Led team in evaluating daily avalanche risks including the preparation and delivery of controlled explosives to eliminate potential avalanche hazards
- Provided emergency medical treatment and evacuation for guests as Medical First Responder

Lead Guide/Assistant Operations Manager

National Monument, AK

(Summer Seasons) 20XX – 20XX

- Provided training for new employees, and responsible for scheduling daily trip departures
- Trip leader and interpretive naturalist guide for one-day to one-week wilderness sea kayak expeditions with responsibility for expedition planning for remote wilderness kayaking and camping
- Instructed novice and intermediate kayakers in paddling, rescue, and survival skills and wilderness camping techniques
- Supervised climbing instruction and risk management for the company’s climbing wall/challenge course

TECHNICAL TRAINING & CERTIFICATIONS

- **Wilderness Emergency Medical Technician (WHEMT)** March 20XX
Wilderness Medicine Institute
- **Emergency Medical Technician (EMT)** July 20XX
Technical College of the Lowcountry
- **Outdoor Emergency Care (OEC)** November 20XX
National Ski Patrol, Anchorage, AK
- **NOLS Outdoor Educator Mountain Course** June 20XX
National Outdoor Leadership School, North Cascades, WA
- **Instructor Development Course** December 20XX
National Ski Patrol, Anchorage, AK
- **Avalanche Level I Course** March 20XX
National Ski Patrol, Anchorage, AK

AWARDS

Ski Patrol: Patroller of the Year

April 20XX

Colorado Governor’s Award

June 20XX

