Tina Magee



mageesmagic@gmail.com
+1 707-803-1034
Gateway Cities SMF/OAK/SFO

PROFESSIONAL SUMMARY

Tour Director and Hospitality Leader with over 20 years in guest-facing experience, storytelling, safety operations, and high-volume tour logistics.

EXPERIENCE

TOUR DIRECTOR / TRAVEL DIRECTOR

Premier Alaska Tours, Anchorage, AK | April -August 2026

Destination America, Costa Mesa, CA | September–October 2026

- Manage multi-day, over-the-road tours through national parks and monuments, destinations spanning multiple states.
- Research, develop, and give commentary and stories on regional history, geology, geography, wildlife and flora.
- Provide attentive service to multigenerational families, couples, and solo travelers, prioritizing guest safety, comfort, and security while resolving concerns and responding calmly to emergencies.
- Coordinate with drivers, fellow tour directors, operations teams, and suppliers using specialized tour management software.
- Promote and sell optional excursions, assist with registration and payments, and reconcile sales reports.

PRIVATE TOURS MANAGER & TOUR GUIDE

Platypus Wine Tours, Napa CA | February 2019–March 2026

- Create compelling itineraries for private tours within a defined time frame for groups of all sizes.
- Educate guests with storytelling, history, wine varietals and winemaking processes.
- Build repeat guests through exceptional customer service. Encourage positive reviews and referrals.
- Create solutions for unexpected nuances throughout the tour.
- Manage time expectations and coordinating logistics.

HEAD HOSPITALITY

Balloons Above the Valley, Napa CA | March 2014–December 2024

- Chased Hot Air Balloons! Welcome speech, organized groups, prepped daily launch of 100+ passengers
- Focused on passenger needs through situational awareness and communication (joy or fear of heights/ accidents).
- Crew if needed: Set up, take down and pack up of 900lb envelopes and 22 passenger gondolas
- Conducted monthly safety meetings
- Developed and implemented COVID procedures to keep our company profitable and safe during the worldwide pandemic.
- Increased hotel booking through targeted monthly marketing visits. Personally created unique holiday baskets for over 60 hotels. Planned all company events.

INDEPENDENT SALES DIRECTOR

Mary Kay Cosmetics, Napa CA | December 2005–December 2015

- Lead a unit of 45-50 independent beauty consultants by example, training and coaching through all levels of career path. Developed confidence in women through education, respect and recognition. Taught goal setting, money and time management. Worked with local and out of state consultants and directors.
- Facilitated weekly success meetings and other large group public speaking events.
- Consistently achieved sales goals by cultivating customer relationships and providing solutions for customers.
- Strived for excellent customer service and personal connections.

DIRECTOR OF PROPERTIES

The Wiseman Company, Fairfield, CA | September 1994–May 2005

- In charge of real estate development and project management. Coordinated with architects, engineers, city administrators, general and sub-contractors. Assisted with design and planning of all new construction and tenant improvements. Worked with contractors, tenants and owners to ensure completion of all aspects of construction from planning to punch list.
- Supervised property management department. Reviewed leases, statements, and all contracts. Prepared annual operating budgets with assistance from accounting department. Annually reviewed service contracts for outside vendors. Supervised maintenance staff and all contracted vendors including but not limited to janitorial, landscape, and HVAC.
- Implemented tenant retention events and services including building BBQs, holiday decorations, gifts and personal visits.

TRAVEL / Personal interests

Adventure and Fitness: walking, hiking, aqua fitness, Advanced SCUBA diver, zipline, cave crawling
Seychelles GVI Marine Conservation Expedition 30 days, Germany & Denmark Symphonic Band Tour,
35 states/ 13 countries

EDUCATION

International Tour Management Institute (ITMI) Certified Tour Director/ Tour Guide 2025
Bachelor of Science, Psychology, California State University, Long Beach 1991
OTHER: CPR/AED First Aid Certified, Commercial Drivers License P Endorsement, Food Handler License, S'WET™ Aqua Fit Certified