

NATALIA COHEN

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PERSONAL PROFILE

I am positive, passionate and experienced in working with people from different cultures and backgrounds. I'm driven and motivated and have noticeable willingness to learn and be challenged by continual professional and personal development.

I have a great understanding of team dynamics but am equally motivated and disciplined when I have to work alone.

My main belief is that life is all about enjoying the journey, not being afraid to take a leap of faith and embracing opportunities when they come your way. My vision is to empower others to reach their potential, push through their self-limiting mental boundaries and meet and overcome the challenges that life throws at them.

AREAS OF EXPERTISE

- Training and development
- Performance management
- Excellent verbal and written communication skills
- Customer satisfaction
- Ability to motivate people
- IT skills and office administration
- Cost management and operator/hotel contracting
- Crisis management with focus on safety
- People management
- 15+ years Travel Industry experience
- 4+ years management experience in leadership role within an operational environment

OTHER SKILLS & ACCOMPLISHMENTS

- International Public Speaker
- Accomplished Photographer
- Director of Photography for 'Losing Sight of Shore' – documentary showing on Netflix
- Double world record holder (first all-female team/first fours boat to row across the Pacific Ocean)
- Spanish
- Adaptability to most situations
- Prioritisation skills for completing deadlines and schedules
- Excellent problem solving and organisational skills
- Customer service oriented with very high attention to detail
- 10km open water swim
- Vipassana -10-day silent retreat and meditation course

CAREER HISTORY

Inspirational Speaker – Keynote talks and workshops on Leadership, Teamwork and Mental Resilience (June 16 – present)

- Speaking for leadership conferences, women's networks, partner meetings, lunch&learns, schools, award ceremonies, sports dinners, a TEDx talk, charities and staff offsites to name a few. Clients include Google, BT, Vodafone, Deloitte, UBS, Linklaters

Leadership & Development Training – Associate work leading sessions for 17-26 year olds – Fieri Leadership (June 17 – present)

Mindset Coach – one to one executive coaching sessions (July 16 – present)

Director and crew member – Coxless Crew – UK, Pacific Ocean (Jun 14 – present)

PR, media, marketing, filming, photography and mindfulness lead

- Preparing and executing a record setting 9-month expedition rowing across the Pacific raising over £75k for charity

- Areas worked on included securing sponsorship, logistics, PR, admin, training (physical, mental and practical)

Sales and Reservations – Tucan Travel (July 14 – Feb 15)

Safari Eco-Lodge Manager – Tent with A View, Saadani National Park – Tanzania (Jun 13 – April 14)

- Ensure effective running of lodge including housekeeping, restaurant, safaris, security, accounts, maintenance and staff off days

- Front of house and client liaison

- Host and coordinate volunteer medical students

- Social media coordinator for Facebook site (all photos, text and creative ideas)

- Company official photographer

Working Sabbatical – various destinations (Sept 10 – April 13)

Gorilla and primate tracking in Uganda/Rwanda – a glimpse into the beauty of this part of Eastern Africa (March 13)

Cultural exploration in India – discovering the music, dance and religions of colourful India (Dec – Feb 13)

Lead Stewardess and photographer in the Med – 62m Super Yacht

- Position included administrative duties, training and management of interior department.

- In charge of all boat and guest photography.

Pacific Crossing (Cabo, Mexico to Honolulu, Hawaii) – Part of a working crew on a 17-day sailing expedition with Pangaea

Explorations monitoring plastic pollution

The Camino de Santiago – 800km walk across Northern Spain

Stewardess/Deckhand – Balearic Islands, Mediterranean

Tango in Buenos Aires – Studying the dance and culture of the Argentine Tango

Latin America Destination Manager – Tucan Travel – Cusco, Peru (Jan 09 - Aug 10)

- Ensure smooth running of all Latin America Destinations (South, Central and Cuba) - which made up 70% of total business

- Promote and instil company core values in the region

- Source, negotiate, and train service providers

- Responsible for tour leader recruitment, selection, training and scheduling
- **Manage performance reviews** of tour leaders and outsourced operators
- Maintain a competitive product analysis database and deal with contract negotiation
- Coordinate research and development of new product in the region
- Ensure proper **brand consistency and promotion** across all operational areas
- Active role in Critical Incident Management in the field and manage local emergency procedures
- Responsible for ensuring customer safety on tours (Risk Assessment)
- Manage Crew Manager and Fleet Manager accounts
- Manage and motivate a remote team of 10 including **quarterly appraisals**
- Ensure effective office management

Asia Destination Manager – Tucan Travel – **Bangkok, SE Asia** (Jan - Dec 08)

- Set up Operations for SE Asia as new destination
- Source, negotiate, and train all service providers
- Coordinate and manage all tours and tour leaders in eight
- Responsible for tour leader **recruitment, selection, training and scheduling**
- Manage performance reviews of tour leaders and outsources operators
- Manage tour leader accounts
- Responsible for destination development, operator and hotel reservations and price negotiation
- In charge of rekeying, research and development of new tours in Indonesia
- Overall management and coordination of destinations

Regional Officer and Project Coordinator – Travellers Worldwide – **Cape Town, SA** (July 06 - Dec 07)

- Interview (recruit) and determine suitability of prospective volunteers to specific placements.
- **Set up** teaching, conservation, community based and work experience **volunteer projects** in the Cape area.
- Manage and coordinate existing projects (continual feedback review) and source new projects
- **Manage and support** all volunteers including coordination of accommodation, transport and induction to destination and project

Specialist Consultant, Africa – Go 2 Africa.com – **Cape Town, SA** (April - July 06)

- Online travel consultant specialising in Kenya and Tanzania
- Meeting targets and deadlines and working in a team and large office environment
- Setting up personal, tailor made and specialised travel itineraries as well as group safaris.

Tour Leader – The Imaginative Traveller / Tucan Travel – **Middle East, Asia, Latin America and Cuba** (2000-2004)

- Organising, managing, educating, entertaining, guiding and leading groups of 15 to 40 clients on adventure holidays
- Compiling detailed tour leader notes on all destinations
- **Training** new tour leaders
- **Research** of new destinations and collation of information for the **development of new itineraries** and all other services related.
- 10 to 50 day tours, local transport and private vehicle

CD Promotions and Marketing Company - Upfront

Artist Management, publishing and production - Good Groove (June 1998 - April 2000) London

EFL Teaching various schools and camps – UK/Spain (18 months)

- Schools: Teaching adults and teenagers of all levels and nationalities communicative practice and language awareness in a creative, inspiring and informative way. (from ages 9 to Adult)
- Camps: Teaching and Coordinating and running afternoon activities including dance, drama, sport and weekend excursions etc

EDUCATION AND TRAINING

- NLP practitioner (UK, 2016)
- Sailing Courses – STCW95 (first aid/fire and safety at sea), Competent Crew and Power Boat Level 2 (Cape Town, 2013)
- VIVA Guides writing course (Cuzco, Peru, 2010)
- Teaching to Young Learners Course (IH, Madrid -2003)
- Cambridge/RSA Certificate in TEFL (IH, Piccadilly -1997)
- HND Leisure Management and Recreational Leadership (Leeds Metropolitan University 1994-96)
- 3 A Levels/9 GCSE's (MHSG -1983-93)

INTERESTS

- A passion for **travel, cultures, people, wellbeing, personal development** and **photography**
- A strong interest in all types of **music** and **dance**, reading, **writing** and film
- Participation in swimming, calisthenics, yoga, salsa and street dancing
- **Extensive travel** in North, East and Southern Africa, Nepal, India, Tibet, The Middle East, Australia, South America, Central America, Cuba, SE Asia, Antarctica, The Pacific, Hawaii and parts of Europe

References available on request