



Laura Kilbane

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PROFILE

Experienced guide with advanced medical training. A highly motivated, diligent and enthusiastic individual. A strong communicator with the ability to interact at all levels. Proactive, approachable and a fast learner with a passion for knowledge and acquiring new skills. Adaptable and creative with high levels of commitment. A strong work ethic and a positive attitude adhering to all organizational goals, policies, and procedures.

FORMAL EDUCATION

- **Outdoor Adventure Education, Kinsale College: 2021-2023** (QQI level 6)
Finished with a distinction level award; certified as an instructor in kayaking, sailing, powerboat, windsurfing, mountain leader (lowland) and rock-climbing
- **Emergency Medical Technician Licence, Medical Private Ambulance Service: 2022-2023**
Successfully completed comprehensive theoretical and practical training in emergency medical services, passing all required exams and practical assessments with distinction including a 4-week work placement
- **Nursing Studies, Cork College of Commerce: 2017-2018** (FETAC Level 5)
Awarded a distinction in all modules which included anatomy, care skills, human growth and development, communications, infection prevention and control, nursing theory including hospital work experience

CERTIFICATIONS

- **Safety Boat Certification**, Irish Sailing Association
- **Powerboat Licence**, Irish Sailing Association
- **First Aid**, CFR Advanced course completed (valid through 2025)
- **C-19 Compliance Officer**, Dublin Airport Association
- **B Driving Licence**, Ireland (no penalty points)
- **Manual Handling Certification**, Medical Private Ambulance Service
- **Working at Heights Certification**, Occupli

WORK EXPERIENCE

- **Partner | Kayak Gozo 2024 – Present**
 - Partnered in operating and managing private boat tours around Gozo and Comino
 - Managed bookings across multiple platforms, ensuring smooth coordination and timely communication
 - Oversaw maintenance and safety checks of the boat to ensure operational readiness
 - Handled client enquiries and issues, delivering exceptional customer service and ensuring guest satisfaction
 - Assisted with kayaking operations and took over responsibilities in the owner's absence, including towing trailers and managing logistics
 - Contributed to marketing and trip planning to optimise the guest experience
- **Head Guide and Team Manager | Kayak Gozo 2024**
 - Led a team of 7, including 2 trainees and supporting staff, to ensure smooth daily operations
 - Guided and instructed beginners and families as well as experienced kayakers, catering to a wide range of ages and skill levels
 - Facilitated communication between the management team and staff, ensuring clear and effective information flow
 - Resolved conflicts within the team, maintaining a positive and productive work environment

- **Manager | Bantry Bay Kayaking 2023**
 - Head guide in Bere Island
 - Created and tested new tour routes in the Bere Island location
 - Researched local knowledge and created a stockpile of information for the guides to use on the tours
 - Successfully managed all aspects of operations, including overseeing the booking system, addressing customer inquiries via phone and online, and ensuring exceptional customer service
 - Took charge of equipment maintenance, ensuring all gear met the highest safety and quality standards
 - Demonstrated a strong commitment to health and safety, conducting ongoing risk assessments before each tour to guarantee the well-being of both customers and staff
- **Hospitality Manager | Wild Atlantic Glamping 2023**
 - Excelled in creating memorable guest experiences with a strong focus on nurturing customer relationships
 - Worked with individual guests to tailor personal excursion on the island catering for all different needs
 - Proficiently managed guest arrivals, providing warm welcomes and expert guidance
 - Conducted informative and engaging tours for guests to enhance their stay
 - Oversaw practical duties, including housekeeping, laundry, maintenance and gardening to ensure a pristine and inviting environment
 - Demonstrated a commitment to maintaining the highest standards of cleanliness and guest satisfaction
- **Tour Guide | Emerald Outdoors 2022**
 - Worked as a coordinator with Sheen Falls Hotel to provide private tours for hotel guests
 - Experience working with a large range of different clients and catering to individual needs
 - Responsible for client safety and comfort on the tours
 - Research and shared local knowledge such as history, wildlife and folklore

KEY SKILLS AND OTHER WORK EXPERIENCE

- **Artic Guide/Representative:** Davii Artic Nov 2024 to March 2025
- **COVID tester:** RocDoc Covid Check Sept 2020 to May 2022
- **Carer:** Home instead Senior Care 2018 to May 2019
- **Bartender/Waitress:** The Gaelic Bar January 2015 to May 2020
- **IT Skills:** Outlook, Excel, Sage and Word programmes, Fairview booking system
- **Communication Skills:** Listening with sensitivity and confidentiality; the ability to develop strong working relationships within a work environment
- **Teamwork/Individual Initiative:** Providing support to colleagues in a busy, high-paced environment; ability to manage and organise within groups; awareness of tasks to be completed and drive to perform
- **Volunteer for the Order of Malta:** Weekly training and contact with patients

INTERESTS

- Sport
 - Represented Ireland in the European Championships for rowing
 - Won 6 junior Irish Championships
 - Coached junior rowing for Cork Boat Club
 - Enjoy swimming, rock climbing and have a passion for all major sporting events
- Music
 - Play guitar and love to sing
 - Enjoy listening to all music genres and seeing live music gigs
- Travel
 - Have travelled to several different countries across Asia, Europe, Central and North America and enjoy experiencing new cultures and places

REFERENCES

Available on request