



AARON BLACK

GLOBAL OUTDOOR
ADVENTURE MANAGER



CONTACT

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CERTIFICATIONS

- CPR & First Aid Certified I Hawaii
- Open Ocean Safety Certified I Hawaii
- Ocean Rescue Certified I Hawaii
- TWIC/MARSEC Clearance
- Knowledge of ACCT safety regulations
- Lifeguard- St. John's County

LANGUAGES

ENGLISH ██████████
SPANISH ██████████
HAWAIIAN ██████████

PROFILE

I am an outdoor adventure professional, zipline course manager, VIP guide and surf instructor with over 15 years of international tourism guiding and management experience.

I specialize in zipline course management, program development, surf, SUP, hiking, kayak, and rappelling instruction. I am an outgoing, positive team player and leader with strong communication skills and bi-lingual in English and Spanish.

I have led international groups and worked with high profile clients including film scouts, corporate VIPs and destination management companies. I am passionate about sharing historical and cultural knowledge of Hawaii and New Zealand and promoting adventure and fun in beautiful places.

EXPERIENCE

ZIPLINE COURSE MANAGER

OUTFITTERS KAUAI | PO'IPU, HAWAI'I | 2010 - 2017

- Training, supervising and managing over 40 zipline guides in all aspects of zip course function, tour operation procedures, ACCT safety regulations and compliance while improving customer satisfaction, increasing efficiency and reducing redundancies
- Created and developed intensive training program and responsible for training and briefing all incoming zipline guides on proper procedure, safety regulations, team building and running team meetings
- Authored first physical guide and training manuals for Outfitters regarding standard operating procedures
- Lead zipline technician responsible for developing and maintaining zipline courses including but not limited to: line replacement, deck and trail maintenance, safety procedures, establishing new safety strategies and improving tour efficiency and compliance
- Leading guide & consultant for film scout locations, VIP clients and Corporate Destination Management Retreats
- Lead guide for tours and lessons on the island of Kauai: zipline, kayak, bike, SUP, hiking and rappelling
- Lead consultant, developer and instructor for introduction of SUP tour procedures
- Educating and leading group discussions on Hawaiian wildlife, botany, geography, geology, history and culture

CEO & FOUNDER

AMAGI ADVENTURES | TAMARINDO, COSTA RICA | 2009 - 2012

- Offered exclusive guided tours around Costa Rica: off-road adventures, private surf lessons, yoga & surf tours and custom luxury and adventure vacation packages
- Lead surfing instructor & guide
- Responsible for all aspects of operating company; guiding, accounting, sales, marketing, negotiations and customer satisfaction.

SKILLS

- Zipline Course Management
- Trail Maintenance
- Zipline and Tour Development
- Operations Strategy and Innovations
- Guide Development and Training
- Safety Protocol Enforcement
- Quality Assurance, Equipment Management and Repair
- Zipline Maintenance
- Guide Training, Safety and Procedure
- Leadership & Management
- Entrepreneur & Self Starter
- Payroll & Accounting Management
- VIP, Luxury & Global Client Management
- Personal Adventure Guide
- Surf Instructor
- Downhill Bike Instructor
- SUP Instructor
- Kayak Instructor
- Ocean and River Kayak Guide
- Tractor Operator

GLOBAL EXPERIENCE



HAWAII

PO'IPU, KIPU, WAIMEA | KAUA'I

COSTA RICA

TAMARINDO, NOSARA, AVELLANES

SPAIN

SANTANDER, VALENCIA, SEVILLA, TARIFA

NEW ZEALAND

RAGLAN | WAIKATO

MAINLAND USA

ST. AUGUSTINE | FLORIDA

CANARY ISLANDS

LANZAROTE

SURF INSTRUCTOR

RAGLAN SURF SCHOOL | RAGLAN, NEW ZEALAND | 2007 - 2008

- Led surf instruction, water and ocean safety instruction, surfing techniques and improvement

HEAD GUIDE & SURF INSTRUCTOR

CALIMA SURF CAMP | LANZAROTE, CANARY ISLANDS | 2007

- Bilingual daily surf and yoga instruction
- Supervised water and ocean safety protocols
- Led advanced surfing techniques and etiquette classes
- Director of operations and head counselor summer camp
- Supervising, mediating and educating students 24/7 during lessons and accommodations
- Coordinated weekly awards certificate and awards ceremony

RECEPTION MANAGER & LEAD SURF INSTRUCTOR

HOTEL NAHUA | TAMARINDO, COSTA RICA | 2006-2007

- Led day-to-day operations, ensuring the quality, standards and meeting the expectations of the hotel guests on a daily basis
- Excelled at reservation bookings, guest services and sales
- Increased booking efficiencies by 30%
- Daily surf and yoga instruction
- On-site concierge services including local dining, adventure, transportation and entertainment booking requests
- First point of contact and resolution for hotel guest issues or complaints

CEO & FOUNDER

BLACKHARDT SKATEBOARDS | ST. AUGUSTINE, FL | 2003-2006

- Spearheaded the design and manufacture of original skateboard shapes
- Specialized in custom deck shapes and hand made design
- Responsible for all aspects of company operation: design, manufacture, sales, marketing, accounting and distribution
- Spearheaded a viral campaign for one of the company's new products

EDUCATION

BACHELOR OF ARTS, MAJOR IN SPANISH MINOR IN ANTHROPOLOGY

UNIVERSITY OF NORTH FLORIDA | 2005 - 2007
JACKSONVILLE, FLORIDA

CERTIFICATE OF INTENSIVE SPANISH

CENTRO DE LENGUAS E INTERCAMBIO CULTURAL | 2005
SEVILLA, SPAIN

ASSOCIATE OF ARTS

ST. JOHN'S RIVER COMMUNITY COLLEGE | 2003 - 2005
ST. AUGUSTINE, FLORIDA