MICHAEL RIVERO

Dispatch & Operations Lead

7+ years in Miami cruise and tourism · up to 25 motorcoaches on one ship day

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Both sides of the job
Scan for my hosting resume, 860+ guest reviews, and full work history.
michaelrivero.netlify.app

PROFILE

Dispatch and operations lead with **7+ years** in Miami's cruise and tourism industry. Runs PortMiami ship days for Destinations North America, up to **25 motorcoaches** with each bus running more than one tour, in **constant contact with each ship's shore excursion team**. Coordinated buses out of the Miami depot for the **FIFA World Cup 2026** and dispatches **corporate event transportation** for groups of hundreds to thousands. Came up through guiding, with **860+ five-star reviews** as a host, and plans each day from the guest's side as well as the pier's.

OPERATIONS EXPERIENCE

Dispatch Lead
Destinations North America (DNA), PortMiami — **Since 2023**

- Promoted from shore excursion host to **dispatch lead**. Biggest ship day: **25 motorcoaches**, each running multiple rounds.
- Assigns every coach its tour, logs guest counts and departure and return times, and stays in **constant contact with ship shore excursion staff** on returns and incidents.
- **Regular dispatch lead for Cunard, AIDA and TUI Cruises.** Briefs guides on each line's procedures, trains new guides, and **handles breakdowns on the spot**.

Bus and Fleet Depot Coordinator
Nelson Connects, FIFA World Cup 2026 — **Jun to Jul 2026**

- **FIFA accredited** coordinator at the Miami bus and fleet depot through **seven weeks** of tournament operations.
- Dispatched buses across multiple routes and pickup times for **fans, staff and teams**, setting up each day's operation before the first pickup.
- Tracked pickups and drop-offs through the day and **resolved issues as they came up**.

Event Logistics & Dispatch
Deco Productions — **Since 2023**

- Plans and runs transportation for **corporate groups of hundreds to thousands** moving between venues, retreats and excursions.
- Works **on-site dispatch on event days**, coordinating buses and keeping every group on schedule.

Dispatch & Operations
Miami Shore Excursions — **2022 to 2025**

- **Scheduled and managed a team of guides**, organized tour routes and coordinated with local vendors at each stop.
- Kept groups of **40 to 50 guests** on time for ship departures and **airport drop-offs at MIA and FLL**.

Lead Tour Guide & Operations
Zoological Wildlife Foundation — **2020 to 2022**

- **Supervised daily operations from 2021**, scheduling guides and tours and assigning staff tasks.
- Coordinated on-site events and the logistics of a working zoo, and **led guests to safety during emergencies**.
- Still returns as a **freelancer on high-capacity days** and as an advisor.

Tour Guide & Live Commentary Host
Big Bus Tours, Miami and New York — **2019 to 2025**

- Worked inside **high-volume open-top bus operations** in Miami, plus a short run in New York.
- Coordinated with **depot dispatch and drivers** on boarding, route timing and quick turnarounds in heavy traffic.

SKILLS

Motorcoach dispatch & route timing	Ship-day & pier-side operations
Shore excursion staff coordination	Event & large-group transportation
Guide scheduling, training & supervision	Breakdowns & real-time rerouting
Emergency response & guest safety	English (native), Spanish (proficient)

REFERENCES

Michael Tome
General Manager, Destinations North America · 786-366-3658

Agil Pashayev
Nelson Connects, FIFA World Cup 2026 · 786-750-5430 · agil.pashayev@outlook.com

Sergio Ramirez
Junior Operations Manager, Global Cruises · +57 301 757 0852

Also a host: shore excursion host and master of ceremonies with 860+ five-star guest reviews. Hosting resume on the site.