**Melissa Natoli**  Austin, TX | missy\_natoli@yahoo.com | 512.589.5283

Motivated and results-oriented leader with well-rounded experience including managing other salaried managers with White Lodging and sales/account penetration for Total Quality Logistics’ well-recognized logistics services. Skills in the sales cycle, problem solving, conflict resolution, leadership, customer/guest relations, market analysis, data leveraging, forecasting, and vendor relations.

**Education**

**Bachelor of Science** | Hospitality Management | GPA: 3.837 | Texas Tech University | Lubbock, TX | May 2012

**Professional Experience**

**Total Quality Logistics | Austin, TX | May 2018 - Present**

**Sales Group Leader / Logistics Account Executive**

Attracted new clients, cultivated client relationships, managed the transportation of client goods, penetrated assigned accounts, implemented lead generation and sales strategies to close prospective clients.

**Accomplishments:**

* Generated over $1.7M of revenue in 2 years of sales
* Solely responsible for closing 30 new accounts
* Entered “proving ground” three weeks early and completed “proving ground” six weeks early

**Circuit of the Americas | Austin, TX | August 2017 – March 2018**

**RV Manager**

Managed all camping and RV parking for one of the largest events venues in the United States. Responsible for hosting 6000+ campers during events like the United States Formula 1 Grand Prix, Moto GP, Pirelli World Challenge, etc.

**Accomplishments:**

* Transitioned onsite RV park from being open only for events to a year-round, profitable operation
* Selected and implemented the location’s first ever property management system

**White Lodging Services | Austin, TX | June 2013 - August 2017**

**General Manager**

Started with the company as a Guest Service Representative and was promoted multiple times until reaching the position of General Manager. Responsible for managing sales, guest services, and operations in all departments of four different Marriott branded select-service hotels (Courtyard, Residence Inn, Fairfield Inn, and Springhill Suites).

**Accomplishments:**

* Earned highly coveted “Excalibur Award” for three separate quarters while managing a Courtyard by Marriott for exceptional results in profitability, guest service scores, and market share.
* Responsible for improving one hotel’s guest service scores from “red” to “gold” in less than 3 months

**Marriott Horseshoe Bay Resort | Horseshoe Bay, TX | May 2008 - May 2013**

**Activities Supervisor**

Seasonal position during high school and college supervising family activities and Kids Club at a large resort with high-end members and guests.

**Accomplishment:**

* Promoted from activities attendant to supervisor responsible for a staff of 20+

**Hobbies and Interests**

* International Travel – After a study abroad semester in Italy, I have had a goal of visiting a different country each year to explore and experience new cultures
* Gaming – Board games, video games, puzzles, word jumbles, logic riddles… I am highly competitive and thoroughly enjoy anything that requires strategic thinking and problem solving
* Recreational sports – I enjoy team sports and organized kickball, soccer, and sand volleyball teams with my co-workers