

Natalie J. Conti

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EDUCATION

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- University of Denver** | Denver, CO **Sept 2014 – Jun. 2018**
- *B.A in Business Administration – Finance*
 - *Minored in Real Estate & Geography*
- Wildlands Studies** | Thailand & Malaysia **Jan. 2017 – Mar. 2017**
- *Studied the coral reef ecosystem*
- Lorenzo De Medici** | Florence, IT **Aug. 2016 – Dec. 2016**
- *Participated in semester-long study abroad *

WORK EXPERIENCE

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- Backroads Travel** | Hospitality, Italy, Ireland, Portugal, Alaska, & Hawaii **May. 2018 – Mar. 2020 | May 2022 – Present (seasonal)**
- Trip Leader*
- Eagerly led week long trips averaging 26 guests throughout various regions across the country, involving leading daily activities (biking, hiking, kayaking, etc.), communicating with vendors and co-leaders, coordinating food and lodging, and enforcing safety precautions
 - Collaborated with restaurant staff to ensure excellent service during upscale group dinners including Michelin Star, maintaining food and beverage quality and timeliness while promptly and professionally resolving guest complaints
 - Managed guests' expectations and needs while providing support and guidance, fostering strong guest relationships that led to positive service reviews and recommendations on various trip advisory sites
 - Forecasted guests needs by understanding and learning their trip goals, passions, and desires in order to provide the best possible experience
 - Problem-solved unforeseen changes to the pre-planned itinerary due to extenuating environmental circumstances by way of taking initiative to research and propose new trip activities to management and implementing them within a 24 hour turnaround, resulting in 100% guest retention
- Too Good To Go** | Food Tech, New York City, NY **Jul. 2021 – Apr. 2022**
- North East Expansion*
- Fast-growing certified B company on a mission to fight food waste worldwide
 - Promoted from NYC sales specialist after six months to pilot and build the North East Expansion Team
 - Expanded, launched, and managed sustainability app in Providence, Baltimore, Portland, & Chicago
 - Trusted in developing the marketplace by strategically partnering with Key Account food businesses to increase brand awareness and accelerate city launches
 - Collaborated across multiple functions (sales ops, key accounts, marketing, success, P&C, data, legal) to ensure successful city launches and sale performance
- Sales Specialist* **Jan. 2021 – Jul. 2021**
- Joined founding US sales team of worlds #1 anti-food waste app
 - Pitched, onboarded, and managed food businesses who sell surplus food on the Too Good To Go app
 - Exceeded company wide sales goals monthly bringing on over 200 partners while maintaining strong personal relationships resulting in over 90% partner retention in New York City
 - Trained new hires on pitching, onboarding, pipeline management, salesforce, and inside sales to drive performance
- Blue Moose Pizza** | Restaurant, Vail, CO **Nov. 2018 – Apr. 2019**
- Server*
- Demonstrated exceptional multitasking skills by efficiently serving multiple tables in a high volume, fast-paced pizza restaurant while maintaining a friendly and attentive demeanor while promptly taking orders, delivering food, and ensuring customer satisfaction.
 - Memorized menu items and confidently made recommendations to guests, resulting in increased upselling and overall revenue.
- Vail Ski & Snowboard School** | Ski School, Vail, CO **Nov. 2018 – Apr. 2019**
- Snowboard Instructor*
- Focused on trust based relationships in order to instruct and motivate groups of 10 enthusiastic snowboarders

LEADERSHIP

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- Backcountry Squatters Club** | Denver, CO **Sept. 2017 – Jun. 2018**
- Co-Founder & Vice President*
- Successfully co-founded an all-women's, outdoor adventure club with over 200 members today
 - Recruited 40 female members and designated 5 counsels to the club's board of directors before receiving approval by school administration