

Laura Messina (Torres)

Relative Work History

Revinatē – Account Configuration Specialist – Reservation Sales

Remote — 04/2023 – Current

- Configures VoIP and telephony accounts to match client business requirements, including call routing, IVR flows, and number provisioning, ensuring a seamless deployment experience.
- Collaborates with implementation and support teams to translate customer needs into accurate telephony configurations, reducing setup errors and improving first-call resolution rates.
- Manages end-to-end setup of proprietary product Guest Feedback, acting as Implementation Product Manager.
- Manages setup of telephony features such as call queues, extensions, voicemail routing, and call recording permissions across high-volume client accounts.
- Troubleshoots and resolves complex configuration issues during onboarding and escalations, maintaining customer satisfaction and meeting tight go-live timelines.
- Supports product feedback loops by identifying recurring customer needs or limitations in the configuration process, informing product updates and usability improvements.
- Conducts quality assurance checks on account setups before launch, ensuring compliance with regional telecom regulations and internal standards.
- Trains customer-facing teams on telephony configuration best practices, enabling faster onboarding and reduced support escalations.

Montage International Hotel (Deer Valley) - Catering & Conference Services Manager

Park City, UT - 04/2021 – 09/2022

- Lead post-sales efforts, ensuring event success, by delivering (and exceeding) expectations, guiding client on event scope and demonstrating exemplary communication skills, promoting client retention
- Coordinated and oversaw the execution of conferences, meetings, weddings and project plans at a high volume, fast-paced, five-star mountain luxury resort
- Identified upsell opportunities and guided clients on best event practices
- Liaised and collaborated cross-functional teams to boost sales and report on current trends
- Forecasted department-wide budgets, tens of thousands, through the management of daily, monthly and annual financial reports
- Managed guests' feedback via Revinatē platform, responding to reviews, connecting with guests and coaching teams on best practices
- Reviewed resumes, interviewed and trained candidates for competitive hotel internship
- Interviewed an average of 10 clients monthly to understand event vision, establish budgets and determine timelines
- Championed an extensive 90-day training and development program, mentored trainees and collaborated on program material, resulting in employee readiness and empowerment

Sbe Hospitality (Delano) - Executive Meeting Manager

Miami Beach, FL - 11/2018 - 06/2020 (Hotel Closure due to Covid-19)

- Managed the hotel CVENT profile, generated more online traffic resulting in more requests
- Led client- and company-centric hotel site inspections and tours, that demonstrated and upheld brand ethos
- Championed the implementation of new hotel CRM, Salesforce, by training staff, communicating needs to host company and ensured accurate reporting and coding.
- Mastered the art of listening to client needs and visions, fostering a trusting relationship
- Compiled data, generated reports and created event orders using Salesforce - Delphi FDC
- Examined and countered leads, created proposals, managed sales pipeline, developed contracts and planned events while providing exemplary hospitality for guests/clients
- **Selected to represent the Conference Services Team on a prestigious task force mission (event budget of \$500,000) at sister property in Nassau, Bahamas**

Other Experience

Vail Resorts - Grand Summit Hotel – Assistant Front Office Manager

Merrill Lynch Global Wealth Management - Retirement Plan Services

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📍 Estes Park, Colorado

Skills

- Jira, Zendesk, Salesforce, Asana, Google Workplace, Cvent, Slack, Opera, Gong
- Cross-Functional Team Communications
- Problem Anticipation and Resolution
- Critical Thinking
- High Organization
- Project Planning & Execution
- Client Onboarding & Account Setup
- Budget Planning and Administration
- Training and SOP Creation
- SaaS/ Telephony / Guest Feedback
- Excellent Communication, Oral and Written
- Self-Starter
- Technical Skills
- Data Entry
- Logistics
- Site Coordination
- Bilingual (French/English)
- Interpersonal Skills

Education

University of Florida

Gainesville, FL

Bachelor of Arts: Cultural Anthropology

Links

- <https://lauramt35.wixsite.com/lauraondisplay>
- <https://www.linkedin.com/in/laura-torres-48986134/>

Volunteer

- Greenpeace
- Sierra Club