

Madeline Brantman

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PROFESSIONAL SUMMARY

Committed and professional individual with proven ability to effectively manage customer inquiries, ensure customer satisfaction, and has experience in planning and coordinating large events. Excellent communication and problem-solving skills for providing customers with the best possible service and ensuring large events' success. A well-organized and dependable candidate that is successful at managing multiple priorities with a positive attitude along with the willingness to take on added responsibilities to meet team goals.

KEY SKILLS

- Customer Focused
 - Project Management
 - Communication Skills
 - Strategic Planning
 - Corporate Writing
 - Critical Thinking
 - Demonstrator Training
 - Organized and Concise
 - Attentive Service
 - Works Well Under Pressure
 - Event Planning
 - Philanthropic Work
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WORK EXPERIENCE

Service Ambassador

06/2020 to Current

Backroads Burger and Bar | Plainfield, Illinois

- Display welcoming interpersonal skills to ensure satisfaction of 100+ customers per day entering 6-year family-owned business.
- Train and lead 15+ new employees for multiple job positions and set a model example for how work tasks should be completed.
- Attentive to where I was needed the most during stressful work situations to ensure smooth running at all angles of the business.

Waitress

06/2020 to Current

Backroads Burger and Bar | Plainfield, Illinois

- Serve 20+ tables per lunch or dinner service with welcoming and efficient service
- Engage customers in friendly conversation to make restaurant experiences unique while accurately taking orders and serving meals to 7+ tables at a time.
- Attentive and considerate to every customer while also helping to assist other coworkers in times of stress or complications.

Expeditor / Host

06/2020 to Current

Backroads Burger and Bar | Plainfield, Illinois

- Communicating and taking initiative while under pressure of over 200+ orders per day from 50+ tables in restaurant to efficiently make, present, and deliver desired meals.
- Maintain health department standards of a clean kitchen environment working with other kitchen staff while also balancing 25+ orders at a time.
- Oversee 10+ kitchen employees are completing tasks in an efficient and timely manner to ensure orders guarantee customer satisfaction.
- Maximize sales by adjusting seating arrangements to see 17+ reservations are sat along with handling multiple walk-in customers.
- Created a welcoming and inviting environment for all customers.
- Worked concisely under pressure in a collected manner to maintain the image of the business and see to it everything is being run smoothly.

Recreational Center Service Staff

08/2023 to Current

Marquette University | Milwaukee, Wisconsin

- Skilled at working independently and collaboratively in a team environment.
 - Self-motivated, with a strong sense of personal responsibility.
 - Proven ability to learn quickly and adapt to new situations and technology uses.
 - Worked well in a team setting, providing support and guidance.
 - Demonstrated time management and efficiency.
 - Well-adapted to a new environment and became acquainted with the location of services so as to accurately answer customer questions and needs.
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EXTRACURRICULARS & PROJECTS

Team Lead / Young Entrepreneurs SMB Project

09/2022 to 12/2022

- Assigned roles to each project team member and communicated to assure tasks were completed on time by implementing weekly check-in meetings
- Lead team to receive a 98% overall grade for the role on team for efficiency, conciseness, and success of small simulated business.

Sigma Kappa Kappa Nu Chapter

12/2022 to Current

- 2023-2024 President of Philanthropic Services working with The Alzheimer's Association.
- Organized The Ultraviolet Gala Fundraising Event and hosted 300+ people to raise over \$10,000 donated to the Alzheimer's Association.
- Assisted in Milwaukee's Walk to End Alzheimer's and organized a team that raised over \$25,000 to go towards the Alzheimer's Association Research.
- Educated our Chapter and community on the importance of philanthropic services and spread awareness for the Alzheimer's Association, the Inherit the Earth program, and the Maine SeaCoast Mission.

Marquette University Public Relations Student Society Association

2022 to Current

Marquette University Women's Club Soccer

2022 to Current

The Marquette Wire

2023 to Current

- Volunteer for MU Tribune, MU Journal, MU TV, & MU Radio
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EDUCATION & CERTIFICATIONS

Bachelor of Science | Corporate Communications

EXPECTED in 05/2026

MARQUETTE UNIVERSITY, Milwaukee, WI

Bachelor of Science | Business Administration

EXPECTED in 05/2026

MARQUETTE UNIVERSITY, Milwaukee, WI

Study Abroad Program | Junior Year Spring Semester

01/2025 to 05/2025

University College Dublin, Dublin, Ireland

Concentration | American Sign Language

EXPECTED in 05/2026

MARQUETTE UNIVERSITY, Milwaukee, WI