



# Madeline Brantman

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## PROFESSIONAL SUMMARY

Committed and professional individual with proven ability to effectively manage customer inquiries, provide accurate advice to coworkers or others, and ensure customer satisfaction. Excellent communication and problem-solving skills for providing customers with the best possible service. 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.

## SKILLS

- Customer Focused
- Project Management
- Strategic Planning
- Corporate Writing
- Critical Thinking
- Demonstrator Training
- Communication Skills
- Product and Service Improvements
- Safe Food Handling Practices
- Organized and Concise
- Attentive Service
- Works Well Under Pressure

## WORK HISTORY

**SERVICE AMBASSADOR** *08/2021 to CURRENT*

### BACKROADS PUB AND GRILL

- 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** *06/2021 to CURRENT*

### BACKROADS PUB AND GRILL

- 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 PUB AND GRILL**

- 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.

## **TEAM LEAD / YOUNG ENTREPRENEURS SMB PROJECT** *09/2022 to 12/2022*

### **Marquette University**

- 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.

## **RECREATIONAL CENTER SERVICE STAFF**

*08/2023 to CURRENT*

### **Marquette University | Milwaukee, WI**

- 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.

## **CLUBS & EXTRACURRICULARS**

### **Sigma Kappa Kappa Nu Chapter** *(2022-present)*

- 2023-2024 Vice President of Philanthropic Services working with The Alzheimer's Association

### **Marquette University Public Relations Student Society Association** *(2021-present)*

### **Marquette University Women's Club Soccer** *(2021-present)*

### **The Marquette Wire** *(2022-present)*

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

**EDUCATION**



**Bachelor of Science** | Corporate Communications  
**MARQUETTE UNIVERSITY, Milwaukee, WI**

*EXPECTED IN 05/2026*



**Bachelor of Science** | Business Administration  
**MARQUETTE UNIVERSITY, Milwaukee, WI**

*EXPECTED IN 05/2026*