

MADISON FALZETT

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PROFILE

Design Management student at the University of North Texas seeking an internship with an organization where I can use my creative talents and effective communication skills to create engaging content for social media and/or marketing campaigns. My goal is to gain experience as an intern and increase engagement and brand awareness for a company.

TECHNICAL SKILLS:

Canva
Adobe Illustrator
Content creation
Communication
Creativity
Strategic thinking

WORK EXPERIENCE

Community Coordinator, Lucid Private Offices

Southlake, TX

May 2024 - present

Being a Community Coordinator for an office company, I was responsible for creating a warm, inviting environment for all customers, clients, employees and vendors.

- Greeted customers at the front desk and directed them to appointments.
- Handled client mail, document notarization, concerns and meetings.
- Sold available offices to potential clients and conducted detailed tours of the center in a welcoming nature.
- Scheduled and held monthly events for clients.
- Quickly answered all incoming calls directed to the front desk.

Server, Mi Dia From Scratch

Grapevine, TX

June 2023 – July 2024

As a Server, I deliver friendly and efficient service for an authentic Tex-Mex restaurant. I wait on 8-10 tables per shift to ensure a pleasant dining experience for all guests.

- Take food and drink orders suggesting menu items and specialty drinks.

- Maintain full knowledge of the current menu items and methods of preparation.
- Assist guests with making menu choices and upselling when appropriate.
- Bring prepared food to the tables as soon as it's ready and clear tables quickly once the food is finished.
- Run food to and from tables.
- Perform side work such as rolling silverware, cleaning plates, restocking To Go supplies and polishing glassware.
- Totaled and processed payments from guests using the POS system.

Server, Mesa Mexican Cuisine

Grapevine, TX

November 2022 – May 2023

- Greeted guests in a friendly and welcoming manner.
- Presented menu suggestions to patrons and served up to 4 tables per shift.
- Served large groups of up to 25 guests for multiple events.
- Memorized menu selections and made recommendations.
- Cleaned tables, performed side work and prepared server station.

Hostess, Farina's

Grapevine, TX

September 2022 – November 2022

- Greeted walk in guests, answered phones and booked call-in reservations.
- Engaged guests and escorted them to tables in a friendly manner.
- Assisted wait staff by taking customer menu orders.
- Ran food for server staff and cleaned tables quickly to prepare tables for next guests to be seated.

Hostess, Moxies

Southlake, TX

May 2022 – August 2022

- Greeted and welcomed customers to the restaurant.
- Answered the phones scheduled reservations.
- Escorted guests to their tables.
- Booked reservations and special events.
- Prepped private dining room for multiple events.

Front Desk Associate, Keller Pointe Recreation Center

Keller, TX

April 2021 – August 2021

- Responsible for greeting members at the front desk and verifying membership cards.
- Sold family and individual gym memberships.
- Performed tours of the facility and shared information about the center with potential members.
- Sold tickets at the swimming pool ticket booth.
- Cleaned gym equipment daily.

Cashier, Calloway's Nursery

Hurst, TX

March 2020 – July 2020

- Front counter cashier responsible for greeting customers and providing excellent customer service.
- Assisted managers with merchandising plants inside the store.
- Directed customers in store to plants, shrubs, flowers, areas as needed.

Seasonal Retail Stylist, Francesca's

Hurst, TX

November 2019-December 2019

- Worked with customers to help them select clothing for their specific style and worked the cash register to help customers complete their transactions.
- Responsible for folding clothing and restocking shelves with merchandise.

Front Counter Associate, Smoothie King

NRH, TX

June 2019 – October 2019

- Worked the front counter taking orders from customers.
- Provided excellent customer service to in-store and drive-thru customers.
- Prepared smoothies to customer specifications.

EDUCATION

University of North Texas

Denton, TX

Anticipated graduation Dec 2025 – BA Design Management