**Lilly Formanek**

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**EDUCATION**

**Michigan State University,** East Lansing, MI May 2023

**Broad College of Business** - *Bachelor of Arts, Marketing*

Cumulative GPA: 3.81/4.00

Dean’s List: 5 Semesters

**EXPERIENCE**

**Jolly Pumpkin Café and Brewery,** East Lansing, MI Sept 2021 – Present

*Hostess*

* Greet and escort customers to a table upon entry
* Create and maintain 2+ hour waitlist on game days
* Address guest needs and resolve guest issues in a resourceful manner

**CJ’s Brewing Company**, Commerce Township, MI May 2021 - Present

*Server*

* Maintain a 6-table section while assisting other servers and taking orders over the phone
* Ensure optimal guest experience by promptly greeting tables and providing attentive service
* Increased guest check averages by promoting appetizers, daily food and drink specials, and desserts

**Diamond Bakery,** West Bloomfield, MI May 2020 – Jan 2021

*Customer Service/Cashier*

* Interacted with over 200 customers daily and prepared orders with nearly perfect accuracy
* Operated cash register and gave appropriate change and receipts to customers
* Communicated with bakers and co-workers to provide product information to customers
* Formulated action plan among six cashiers to increase precision with phone orders

**Michigan State University Food Stores,** East Lansing, MI Dec 2019 – Mar 2020

*Customer Service Representative*

* Handled customer orders over phone and via email
* Maintained communication with over 20 stock handlers from campus dining halls to record orders and ensure proper delivery of food
* Navigated through computer program to place orders and conduct research on items
* Managed time efficiently by balancing a 15-hour work week with 16 course credits

**Camp Beth El,** Bloomfield Hills, MIJun 2017 – Aug 2021

*Camp Counselor*

* Provided aid to campers ages two to five
* Ensured a safe and fun learning environment for young campers
* Coordinated with team of 24 counselors to organize daily crafts and activities

**ACTIVITIES, HONORS & SKILLS**

* **Studying MS Excel, Tableau, MySQL, Python, RStudio, and SPSS** Aug 2019 - Present
* **Alpha Xi Delta Sorority,** *Honor Board Member + Electronic Comm. Director*Jan 2019 – May 2021
* **Alpha Xi Delta Foundation,** *Scholarship Recipient* March 2020
* **Michigan State University Intramural Soccer,** *Member* Sep 2019 – Nov 2019
* **Bloomfield Hills High School Varsity Soccer and Volleyball**, *Captain*  Aug 2018 – Jun 2019