**Valerie Tuzhilkov**

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**EDUCATION**

MARQUETTE UNIVERSITY, Milwaukee, WI May 2026

**Bachelor of Science in Business Administration**

Majors: Operations in Supply Chain Management/Marketing

Women in Business

Operations and Supply Chain Management Club

**SKILLS**:

* Fluent in English and Russian
* Proficient in Excel, Microsoft Word, PowerPoint
* Proficient in ERP systems

**EXPERIENCE**

Starbucks, Mequon, WI July 2024 - Present

**Barista**

* Provided a welcoming environment for customers and hand off their drinks and food items efficiently.
* Stocking fridges, creating syrup backups, and stocking pastries when necessary to have smoother transitions between making drinks and making food.
* Balancing multiple tasks such as keeping the environment clean, making drinks, and taking orders.
* Working in a fast-paced environment while resolving issues that may arise such fixing drink orders that were made incorrectly.

Landmark Lanes, Milwaukee, WI

**Barback**  June 2023 – January 2024

* Provided support to bartenders by restocking ice, glassware, and beverages, allowing for smooth and efficient service during peak hours.
* Effectively stock the beer fridges and minimized product waste.
* Contribution to customer satisfaction and repeat business by creating a welcoming environment.
* Addressed potential issues, preventing service disruptions and demonstrating responsibility.

Shully’s Cuisine and Events, Thiensville, WI

**Waitstaff**  August 2020 – August 2022

* Ensured prompt and accurate delivery of food and beverages.
* Collaborated with kitchen staff, bartenders, and fellow servers to coordinate seamless service and maintain an efficient work environment.
* Thrived in a fast-paced dining setting, demonstrating the ability to stay composed under pressure during peak hours.
* Followed health and safety protocols to ensure a clean and safe dining environment.

**CLASS PROJECT EXPERIENCE**

Business day 1, Marquette University

**Employer, BizCafe Simulation**                                             January 2023 – May 2023

* Prioritized tasks and managed time effectively to meet operational demands and objectives.
* Increased our net income by $1,400 by focusing on customer satisfaction to increase number of repeat customers.