



Grace Tilley

Professional Summary

Highly motivated self-starter seeking to build both technical and functional business acumen. Adept at solving complex problems individually and within a team environment. Ability to influence and lead teams to achieve positive results. Naturally curious with a continuous learning mindset.

Work History

Katie Downs Restaurant - SERVER

Tacoma, WA

05/2023 - Current

- Skilled in multitasking, effectively balancing multiple tables and prioritizing tasks efficiently
- Enhanced customer satisfaction by promptly attending to their needs and providing personalized service.
- Provided attentive service during high-volume periods without sacrificing attention to detail or guest rapport.

Coa De Jima - SERVER

Boise, ID

12/2021 - 12/2023

- Increased sales with upselling techniques and thorough knowledge of menu items, specials, and promotions.
- Proven ability to multitask and prioritize tasks effectively while maintaining a positive attitude
- Demonstrated ability to work effectively in a team, collaborating with servers and kitchen staff.

Barbacoa - EXPO

Boise, ID

10/2021 - 05/2022

- Exceptional ability to prioritize tasks and efficiently deliver food to tables
- Proven track record of providing excellent customer service and maintaining a positive attitude

✉ gracetilley678@gmail.com

☎ 253-509-2352

📍 Gig Harbor, WA 98335

Skills

- Financial Reporting
- Data Analysis
- Microsoft Office applications
- PowerBI
- SQL
- Python
- Statistical Analysis
- Project Management
- KPI Tracking
- Customer Service
- Sales expertise

Education

05/2024

Boise State University

Boise, ID

BBA: Business Administration And Management

- Minor: Computer Science
- 3+ years of school work in Computer Science.
- 2+ years of school work emphasizing in Finance and Business Principles

2024

Boise State University

Boise, ID

ITM CLUB

The ITM club is an organization for students to come together to create a close

- Trained in proper food handling, safety protocols, and maintaining a clean work area.

Costco Wholesale - FRONT END ASSOCIATE

Gig Harbor, WA

05/2021 - 08/2021

- Developed strong customer service skills through interacting with and assisting customers at the front end
- Demonstrated problem-solving abilities by addressing customer inquiries and resolving any issues or concerns.
- Provided exceptional service for customers by quickly processing transactions and answering questions.

community for individuals to create ways technology can be integrated into business.

06/2019

Gig Harbor High School

Gig Harbor, WA

HIGH SCHOOL DIPLOMA

Certifications

Codefinty- Python certified

Codefinity- SQL certified