



# Grace Tilley

## Professional Summary

Driven professional with a foundation in process improvement and data analysis, adept at optimizing business operations and enhancing service efficiency. Experienced in using data insights for decision-making and proficient in tools like PowerBI and SQL, with a focus on supporting organizational objectives through problem-solving and change management strategies.

## Work History

### A Prima Salon - Business Assistant/Help Desk

Gig Harbor, WA

12/2024 - Current

- Assisted in website design; layout, responsiveness, SEO
- Troubleshooted computers
- Designed amazon store front and other marketing tools
- Communicated with customers
- Kept a cleanly workspace

### FES Institute - Front End Developer Intern

Remote

08/2024 - Current

- Streamlined codebase by refactoring HTML, CSS, and JavaScript for improved performance and maintainability.
- Created custom animations and transitions for engaging user interfaces that increased customer satisfaction rates.
- Assisted in debugging issues promptly by identifying root causes and implementing appropriate solutions, minimizing downtime for endusers.

### Katie Downs Restaurant - SERVER

Tacoma, WA

05/2023 - Current

- Analyzed sales patterns to optimize upselling strategies, increasing average table spending.

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📍 Gig Harbor, WA 98335

## Skills

- Customer Service
- Cross-functional Collaboration
- Financial Modeling and Valuation
- Market Research and Trend Analysis
- KPI Tracking and Financial Reporting
- Microsoft Excel (Advanced functions, financial modeling)
- Data Analysis and Visualization (PowerBI, Python, SQL)
- HTML
- CSS
- JavaScript
- React

## Education

05/2024

### Boise State University

Boise, ID

BBA: Business Administration And Management

- Minor: Computer Science

- Leveraged customer feedback data to enhance service processes, improving customer satisfaction.
- Collaborated with team members to implement process improvements in service delivery, enhancing guest satisfaction.

#### **Coa De Jima - BUSSER AND SERVER**

Boise, ID

12/2021 - 12/2023

- Increased sales with upselling techniques and thorough knowledge of menu items, specials, and promotions.
- Facilitated team-driven approaches to improve table service efficiency, contributing to operational goals.
- Applied quantitative problem-solving methods to manage high-demand periods effectively.

#### **Barbacoa - FOOD EXPEDITER**

Boise, ID

10/2021 - 05/2022

- Collaborated with cross-functional teams to optimize workflow and reduce service bottlenecks
- Proven track record of providing excellent customer service and maintaining a positive attitude
- Analyzed order patterns to improve kitchen efficiency and decrease order fulfillment time

#### **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.

2024

#### **Boise State University**

Boise, ID

ITM CLUB

Member, ITM Club – Collaborated on projects to integrate technology in business processes, gaining exposure to change management and teamwork in problem-solving contexts.

06/2019

#### **Gig Harbor High School**

Gig Harbor, WA

HIGH SCHOOL DIPLOMA