

MADELEINE HILBURN

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PROFESSIONAL SUMMARY

A consistent, dependable worker and student with strong skills in researching, writing and communicating. Teamwork oriented with experience in multiple leadership roles in the workplace. Proven history of consistently striving towards improvement. Uplifting and positive attitude that is valuable in any work environment.

EDUCATION

University of Arkansas, Fayetteville, Arkansas

Bachelor of Science in Political Science

Minor: Legal Studies

May 2023

GPA: 3.67

- University of Arkansas Dean's List 4 Semesters

WORK EXPERIENCE

7 Brew Coffee

Franchise Trainer and Shift Leader

May 2021– Present

- Train new baristas to carry over barista skills and the culture of the brand to their new franchise stands all over the country
- Provide customers with quality service that exceeds customer expectations and improves overall customer loyalty
- Manage a cash drawer and keep money organized
- Operate and clean complex machinery to produce beverages for customers
- Work in a very fast paced environment that requires a consistently great attitude and high energy

Collin County District Attorney's Office

Non-Legal Intern

July 2022- August 2022

- Assisted prosecutors with cases by organizing case files and paperwork
- Observed voir dire and multiple trials in order to gain court knowledge and experience
- Transcribed and summarized 911 and jail calls for prosecutors to utilize in their cases

Chili's Bar and Grille

Server, Bartender and Trainer

November 2017- August 2022

- Train new hires to help cultivate proper welcoming and adjusting of new team members as well as teaching new team members how to perform the tasks required of their position
- Serve guests, problem solve, keep a clean work space and independently manage large amounts of money
- Utilize thorough communication and multitasking skills to execute quick and above satisfactory service for guests

LEADERSHIP EXPERIENCE

Sophomore Council

Council Member | University of Arkansas

January 2020 – September 2020

- Attended meetings with directors of University Programs and New Student and Family Programs
- Successfully executed welcoming and social events for on campus and new coming students
- Thought up new and unique ways to help students adjust to college life

Emerging Leaders

Program Student | University of Arkansas

August 2019 – December 2019

- Learned different leadership styles and how to encourage teamwork in a work environment
- Participated in many team building activities and attended leadership seminars
- Graduated the 3 month program with a leadership certificate

VOLUNTEER EXPERIENCE

Cardinal Nights

Event Volunteer | University of Arkansas

10 Hours

- Assisted in setting up large scale events for University of Arkansas students
- Coordinated organization of different activity stations and food set ups throughout the event area
- Brainstormed new and fun event ideas that would bring new students together at their new school

Feed The Cities

Event Volunteer | Prosper, Texas

24 Hours

- Made sandwiches and packaged lunch boxes to bring to the county homeless shelter
- Donated food items to include in the lunches
- Assisted the clean up crew after the event ended