**Madeline Puckett**

Phone: 0449619250

Email: madelinespuckett@gmail.com

Website: pasttheillusion.com

Summary

Self-motivated worker with yoga teaching and customer service experience seeking employment in hospitality industry. Offering previous experience in front-of-house reception, bartending, and food service, RSA certification, and full working rights in Australia.

Skills / Certifications

* + RSA certified, Beer Knowledge and Wine Knowledge certification, Barista certification
	+ Fluent in French and basic conversational skills in Spanish
	+ Excellent customer service skills, including managing consumer feedback
	+ Well-developed people skills through experience as a team player in hospitality businesses
	+ Skilled in writing and communication

Education

Bachelor of Arts, Tulane University, New Orleans, LA May 2012

200-Hour Yoga Teacher Training Certification, Yoga Veda Institute, Ajijic, Mexico April 2017

200-Hour Yoga Teacher Training Certification, Parimukti Yoga, Goa, India February 2019

Accomplishments

* + World traveler from February 2017 to present
	+ Founder, collaborator and sound mixer for the podcast *Forget the Wine: Reclaiming the Bookclub*

Hospitality experience - Australia

**Bartending and Food Service – The Hunter Wine Bar (Sydney, Australia)**

* Tended bar, including serving food orders
* Prepared and served wine, beer, and cocktail beverages

**Food Service – Donny’s Bar (Sydney, Australia)**

* Served food and beverages to customers, including promotion of nightly specials

**Food Service – InSitu Manly (Sydney, Australia)**

* Waited tables in high-paced bar/restaurant environment, including promotion of happy hour and daily specials

Hospitality experience - abroad

* **Café Barista and Marketing Collaborator** / Whiteroom Café, Castletownbere, Ireland
* **Café Barista and Artist Workshop Creative Collaborator** / Bootmakers Workshop, Wincanton, England
* **Campsite Reception and Café/Bar Staff** / Camping Ninja Fringe Festival Camping, Edinburgh, Scotland
* **Bookshop Tumbleweed Staff** / Shakespeare and Co., Paris, France
* **Hostel Staff**
	+ Knockree Youth Hostel, Wicklow National Park, Ireland
	+ Hairy Lemon Hostel, Saranda, Albania

Employment – United states

**Project Manager – Epic Systems (Madison, Wisconsin)**

* + Managed the implementation of Surgery and Anesthesia medical record software in hospitals across the United States, filling roles as both Application Manager and Implementation Director for several projects
	+ Coordinated communication across C-suite hospital administration, physician groups, and hospital staff in the design of software, including legal requirements and usability factors
	+ Trained physicians, nurses, and hospital staff in medical record software
	+ Led internal projects to improve software design in specific areas, such as maternal-fetal medicine chart documentation

References – *Available upon request*