

# MADELINE MCDONALD

*Sales Development Associate*

## PROFESSIONAL SUMMARY

Sales Development Associate with 6 years of experience in customer service and relationship building, leveraging leadership and strategic thinking to enhance team performance and client satisfaction. Known for developing strong collaborative relationships, consistently delivering impressive results in sales environments, and committed to driving growth and fostering a positive work culture through innovative and detail-focused approaches.

## EMPLOYMENT HISTORY

### FOOD AND BEVERAGE SERVER

*Canyon Farms Golf Club*

May 2022 - Present

*Lenexa, KS*

- ◆ Serve and supervise roles, ensuring smooth operations and customer satisfaction.
- ◆ Implement safety and sanitation protocols for efficient service.
- ◆ Foster positive customer relationships, enhancing repeat business.
- ◆ Manage multiple tasks effectively, minimizing delays and errors.

### HOSTESS

*The Other Place Bar and Grill*

Nov 2019 - Aug 2021

- ◆ Managed guest inquiries efficiently, ensuring prompt and friendly service.
- ◆ Trained new hostesses, enhancing service quality and adherence to policies.
- ◆ Improved seating operations, optimizing table turnover and maintaining service standards.

### SERVER

*Colbert Hills Golf Course*

Aug 2024 - Present

*Manhattan, KS*

- ◆ Deliver exceptional dining service while maintaining strong guest relationships, handle multiple tables efficiently, and contribute to positive team dynamics
- ◆ Monitor guest satisfaction, process payments accurately, and maintain a thorough knowledge of menu items to provide informed recommendations

## EDUCATION

### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, MARKETING

*Kansas State University*

May 2025

*Manhattan, KS*

Minor: Leadership  
Professional Selling  
Marketing Technology  
Business of Sports and Entertainment  
GPA: 3.3

## SKILLS

Strategic Thinking (*Experienced*), Customer Service, Relationship Building, Leadership, Sales.

## LEADERSHIP WORK

### VOLUNTEER EXPERIENCE

*Pancreatic Cancer Action Network*

Attended Pancreatic Cancer Action Network National Advocacy Day in Washington, DC to advocate for pancreatic cancer research funding  
Served as Secretary for Kansas City affiliate meetings  
Participated in family's PurpleStride fundraising team, raising over \$70,000 over 10 years