

WILLOUGH BULKOWSKI

419-835-2941 | willoughbulkowski@yahoo.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Inquisitive, adaptable, multi-industry experienced professional with a genuine passion for optimizing customer experience. References will attest to my abilities as a tech-savvy, organized and customer-focused individual. With a focus on process improvement, I strive to offer creative and innovative solutions to every work environment.

PROFESSIONAL STRENGTHS

Onboarding & Training | Excellent Customer Service | Schedule Management | Process Improvement | Organizational Skills | Adaptability & Flexibility | Networking & Communication Skills | Relationship Development | Time Management Capabilities

TECHNICAL PROFICIENCIES

Google G-Suite | Google Workspace | MS Office Suite | Figma | Canva | Planning PME | POS Systems | Video Conferencing (Zoom, MS Teams)

WORK EXPERIENCE

H2B Consulting, Chicago, IL
Recruiting Operations Coordinator

October 2024 - Present

- Create job postings on Wordpress to keep company website up to date
- Source & optimize images to accurately represent specific job positions
- Design employee templates to share special dates, announcements, and anniversaries on Slack & LinkedIn
- Re-post published and drafted listings on Wordpress backend to maintain consistency

Closets By Design, Chicago, IL
Designer

August 2024 - Present

- Measure clients existing spaces and draw up new designs for their chosen rooms based on their needs and wants
- Take into consideration different building constraints, obstacles, and dimensions of the space while simultaneously creating a functional and aesthetically pleasing design

- After drawing and pricing out designs, I will relay information to the client and work with them to meet their desires, whether it's going back to sketches or negotiating prices

Crafty Delivers at CME Group / OCC, Chicago, IL
Barista

May 2022 - July 2024

- Communicate all issues or important information via Slack to management and teammates, including weekly inventory reports to ensure we have all items necessary
- Create meaningful and professional relationships with clients and provide excellent customer service at all times
- Keep station and all machinery clean and organized to streamline service and to guarantee the best possible quality coffee

TheWilloughBee, Chicago, IL
Small Business Owner / Entrepreneur

March 2020 - Present

- Design macrame fiber art, wall hangings and plant hangers to supply Etsy shop and customer commissions
- Effectively administer and update social media accounts and get involved in community markets for networking purposes
- Experiment with new ways to enhance ordering & packing processes, as well as organizing clients purchases in MS Excel
- Track profits by organizing inventory expenses on a monthly basis, also using MS Excel

Little Goat, Chicago, IL
Supervisory & Coffee Manager

December 2019 - April 2022

- Maintain an organized and accessible environment for customers and employees
- Take custom bakery orders as well as organizing and packing them on a daily basis
- Manage inventory each week by individually contacting outsourcers to supply the cafe with the correct packaging, alternative drinks, coffee beans, etc.
- Curating house made seasonal specialty coffee menus with unique, high quality ingredients
- Develop onboarding & training procedures for new hires, as well as providing comprehensive information regarding seasonal menu changes
- Communicating ideas, developments, inventory needs, and onboarding information between management and retail staff

First Impressions, Fort Wayne, IN
Receptionist & Intern

October 2018 - September 2019

- Provide easy and flexible scheduling services for clients to best meet their needs
- Answer any questions regarding products or services both in person & over the phone
- Input new client information into system and updating existing information for recurring clients
- Reaching out to clients for appointment reminders and any last minute stylist changes if needed

EDUCATION & CERTIFICATIONS

Industrial Design BFA
Depaul University - Chicago, IL

August 2024 - Present

Associate of the Arts Degree
Harold Washington Community College Chicago - Chicago, IL

August 2020 - May 2024

Visual Design Certification
General Assembly UX Bootcamp - Chicago, IL

August 2022 - October 2022

My visual design certification program will qualify me to:

- Create extensive layout of targeted audience for client
- Intentionally choose color templates, ambiance and accessible interface for users
- Work in Figma to create high fidelity app and website outlines for developers

VOLUNTEER WORK

The Friendship Center, Chicago, IL

September 2023 - Present

Garfield Park Conservatory, Chicago, IL

May 2024 - Present

REFERENCES

Sally Hepler

CME Group, Executive Assistant 1

Cell: 904-707-0229

Email: sallyanhepler@gmail.com

Brennan Nugent

Law Clerk, The Sterling Law Office LLC

Cell: 504-881-6139

Email: brennan.gron@gmail.com

Sandi Campbell

Crafty Delivers, F&B Coordinator

Cell: 206-963-4335

Email: sandichapter3@gmail.com