

Julia Kwiatkowski

773-592-9735 | Juliakwiat003@gmail.com | Hampshire, Illinois, 60140 | [linkedin.com/in/julia-kwiatkowski-b95479328](https://www.linkedin.com/in/julia-kwiatkowski-b95479328)

OBJECTIVE

Communication | Organization | Teamwork

Motivated Human Resources student at Northern Illinois University seeking hands-on experience in a people-focused business environment. Eager to apply strong communication, organization, teamwork, and customer service skills to support employees and contribute to a positive workplace culture.

EDUCATION

Northern Illinois University, DeKalb, IL

Bachelor's Degree — Major: Human Resources — In Progress

Expected Graduation: December 2027

GPA: 3.7/4.0

Dean's List: Spring 2026

Elgin Community College, Elgin, IL

Associate of Science

Graduated December 2025

GPA: 3.6/4.0

SKILLS

Customer Service | POS Operations | Order Fulfillment Systems | Problem Solving | Time Management

WORK EXPERIENCE

Tropical Smoothie Cafe — **Team Member**, Lake in the Hills, IL

August 2026 – Present

- Supported daily drive-thru operations at a franchise brand reporting \$978,298 in average annual net revenue across qualifying franchised restaurants in 2025
- Handled order fulfillment and point-of-sale (POS) operations while maintaining cleanliness and daily cafe organization
- Collaborated with team members to maintain efficient service and a positive guest experience

Target — **Fulfillment Team Member**, Algonquin, IL

September – November 2024

- Picked and packed online orders accurately using fulfillment systems and time-sensitive order deadlines
- Coordinated with team members to maintain accurate order fulfillment and organized inventory
- Resolved same-day fulfillment issues by locating products, preparing orders, and supporting guest service

ADDITIONAL ACTIVITIES & INVOLVEMENT

Phi Theta Kappa Honor Society 2024-present

Member