

## CONTACT

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- Travelers Rest, SC 29690

## EDUCATION

- ALVERNIA UNIVERSITY**  
*Bachelor of Science in Business Management*  
**Graduated 2016**
- TRIDENT TECHNICAL COLLEGE**  
*Associate of Science in Horticulture*  
**Graduated 2020**
- NORTH GREENVILLE UNIVERSITY**  
*Science Coursework: Microbiology, Chemistry, Human Anatomy & Physiology*  
**2022-Current**

## PROJECTS

- GitHub Web Development (HTML and CSS)
  - Academic Research Papers
  - Microbiology Science Fair 2023
  - W3Schools SQL Tutorial
- Samples & additional information available upon request*

## SOFTWARE SKILLS

- MS Office (Excel, OneDrive, Access, Word)
- Analytics (Tableau, Google Analytics)
- CRM Software (Salesforce, Zendesk)

## MANAGEMENT SKILLS

- Team-building, Mentoring, Conflict Resolution
- Scheduling, Ordering, Payroll Administration
- Recruiting, Hiring, Training, Coaching, Firing
- Insurance Verification, Claims Administration
- Privacy, HIPAA, Regulations, Compliance
- Workflow Optimization, Time Management

## REFERENCES

*Available Upon Request*

# ADDISON HANNA

## BUSINESS MANAGER

## PROFESSIONAL SUMMARY

Accomplished business manager with a strong background in healthcare, HR, and operational management. Experienced in streamlining processes, ensuring compliance, and leading teams effectively. Proficient in leveraging data and analytics for better decision-making. Dedicated to innovation, continuous growth and education, and delivering top-notch care and client satisfaction.

## WORK EXPERIENCE

- Greenville Outdoor Lighting** 2022 - PRESENT  
Owner / Operator
  - Developed and nurtured lasting customer relationships by projecting professional corporate image and responding quickly to logistical and scheduling issues.
  - Oversaw business budget planning and administration, accounting functions, and purchasing to handle financial needs.
- Wal-Mart Pharmacy** 2022 - PRESENT  
Certified Pharmacy Technician
  - Calculated dosage, filled prescriptions, and prepared prescription labels with absolute accuracy.
  - Consulted with insurance company representatives to complete claims processing, resolve concerns, and reconcile payments.
  - Utilize reporting software to manage inventory, reconcile insurance claims, and manage patient information
- Boone Hall Plantation and Gardens** 2021-2022  
Assistant Manager
  - Supervised a diverse team, overseeing daily and long-term tasks in English and Spanish.
  - Established and enforced standardized operating procedures (SOPs) to maintain consistency in operations.
- Sonepar USA** 2018-2019  
Human Resource Specialist
  - Managed benefits package for 17,500 employees and dependents, utilizing MS Excel/Office for reporting and auditing.
  - Revamped monthly billing process for 15 benet vendors by modifying reports, updating SOPs, and training 30 staff members on changes.

## VOLUNTEERING

- Duncan, SC**  
**First Responder**  
I serve my community by volunteering at the Glassy Mountain Fire Department in Duncan, South Carolina. High pressure situations help teach me about prioritizing tasks, effective communication, and adaptability.