

# DEVYN HANNA, B.E.S., M.S.C

devynhanna@gmail.com • Brampton, Ontario

## Education

Honours Bachelor of  
Environmental Studies  
Specification in Urban and  
Regional Environments  
York University  
Graduate of 2015

MSc Planning and  
Regeneration (with  
Distinction)  
Queens University Belfast  
Graduate of 2018

## Objective

To use my educational and practical experience to jumpstart my career in the area of urban and regional planning.

## Qualities

I am a highly resourceful and motivated individual. I always engage people as an energetic and enthusiastic team player and always strive to be an inclusive and thoughtful leader. Through my experience I have developed excellent organization and communication skills with a focus on timely and accurate results.

## Employment History

### Disney Consumer Product & Interactive Media

Kelowna, BC  
08/2018 - Present

#### Remote Support Representative

Providing exceptional Disney experiences by turning each interaction over phone, email or live chat into a meaningful connection with guests.

- Technical support and guest service enquiries for Movies Anywhere.
- Answer inbound calls, social interactions, chats and email assisting Guests, providing impeccable Guest service.
- Trained in Disney guest service standards.
- Extensive use of Microsoft Outlook, Slack, and Zendesk.

### Walt Disney World Resort

Florida, USA  
03/2016 - 04/2017

#### Server at Le Cellier Steakhouse

Participant in the Cultural Representative Program; a one-year contract to work in Epcot in the Canada Pavilion sharing Canadian culture.

- Took on an educational role by sharing Canadian culture and heritage with guests from all around the world.
- Trained in Disney Signature Dining standards.
- Extensive menu and wine knowledge.
- Upheld the standards of the Walt Disney Company including but not limited to the 4 Keys: Safety, Efficiency, Show, and Courtesy.

Included extensive interactions with guests and their families in an endeavor to create magical moments while on vacation while also meeting all their needs

**Cineplex Entertainment**

Brampton, ON

03/2010- 09/2010 and  
04/2011 – 03/2016

**Assistant Manager**

Responsible for providing an exceptional entertainment experience for guests.

- Guest service and food service manager.
- Responsible for theatres daily cash flow.
- Extensive use of Excel and Cash Desk.
- Responsible for the organization and distribution of daily duties to cast members.
- Trained in theatrical projection technology.
- Responsible for maintaining cleanliness of the theatre.

**Walt Disney World Resort**

Florida, USA

05/2014 - 08/2014

**Merchandise Hostess**

Participant in the International College Program Summer Work Experience.

- Front of house responsibilities include; cash handling and “merchaintainment.”
- Back of house operations include; stocking stores regularly throughout the day and unpacking daily shipments.
- Upheld the standards of the Walt Disney Company including but not limited to the 4 Keys: Safety, Efficiency, Show, and Courtesy.
- Included extensive interactions with guests and their families in an endeavor to create magical moments while on vacation while also meeting all their needs.
- Responsible for maintaining the theme of our land, while using Disney magic.

**Walt Disney World Resort**

Florida, USA

05/2012 - 08/2012

**Attractions Hostess**

Participant in the International College Program Summer Work Experience.

- Responsible for the Magic Carpets of Aladdin, Walt Disney’s Enchanted Tiki Room, and The Swiss Robinson Family Tree House attractions. Responsible for the safe operation of the attractions at all times.
- Upheld the standards of the Walt Disney Company including but not limited to the 4 Keys: Safety, Efficiency, Show, and Courtesy.
- Included extensive interactions with guests and their families in an endeavor to create magical moments while on vacation while also meeting all their needs.

**References available upon request**