

# HANNAH DEL REAL

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Norwalk, CA | hannah.del.real01@gmail.com

## Summary

Diligent and enthusiastic sales associate with 7 years of experience, as a leader in both stock replenishment and the sales floor at Disney's California Adventure. Displays a willingness and excitement to continue to develop interpersonal and customer relationships. Accustomed to working both individually and in teams and thrives in creative environments. Currently working on a second bachelor's degree for web development. My goals are learning to help create innovative web designs and improve the user experience.

## Education

### **BACHELOR OF ARTS | MAY 25, 2014 | VASSAR COLLEGE**

- Major: Biology

## Skills

- HTML & CSS
- JavaScript
- GitHub
- Node.js
- Proficient in Microsoft Word, Excel, and Power Point
- Customer Service
- Judgement and Decision Making
- Leadership experience
- Time Management
- Team Player
- Active Learner

## Work Experience

### **STOCK REPLENISHMENT LEADER | WALT DISNEY COMPANY | 2015-PRESENT**

- Responsible for leading stock replenishment runners in offloading merchandise from shipments, processing, and ensuring stores were stocked and show ready to enhance the guest experience.
- Provided direction and guidance to stock replenishment cast members, customer service, cashiering.
- Expanded role to Deployment lead where I was responsible for ensuring replenishment staffing was covered for all retail locations within Disney's California Adventure.
- Communicated with scheduling to help cover gaps and flex out labor as needed.
- Emphasis was placed on providing exceptional guest servicing and creating magical moments for guests.
- Requires critical thinking to problem solve for guest concerns, staffing issues, and adjust the presentation of the retail floor.

### **RETAIL HOSTESS | WALT DISNEY COMPANY | SEPTEMBER 2014-2015**

- Greet customers, guest servicing, and public speaking
- Answer questions and offer suggestions that can enhance the guest's day at the resort.
- Cash register and money handling.

### **PROJECTIONIST/TECHNICIAN, MEDIA RESOURCES | VASSAR COLLEGE | SEPTEMBER 2010-MAY 2014**

- Assisted clients with Checking out and returning equipment and setting up equipment for events.
- Provided support professors and guest speakers with technical/equipment issues.

- Gained interpersonal and phone skills working with customers.