

# HANNAH DEL REAL

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## Summary

Dedicated and passionate learner with 7 years of leadership experience in retail at Disney's California Adventure. Over the past year, I've expanded my skill set as a back-up production scheduler while pursuing a degree in web development. Excited to further cultivate interpersonal connections and acquire new competencies. Comfortable working autonomously or collaboratively, thriving in dynamic, creative settings. My objective is to advance my expertise in crafting innovative web designs and delivering exceptional user experiences.

## Education

### **BACHELOR OF SCIENCE | MAY 2024 | BELLEVUE UNIVSERSITY**

- Major: Web Development

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

- Major: Biology

## Skills

- HTML
- CSS
- JavaScript
- Node.js
- GitHub
- Microsoft Office Word, Excel, PPT
- Customer Service
- Leadership experience
- Team Player
- Time Management
- Judgment and Critical Thinking
- Active Learner

## Work Experience

### **BACK-UP PRODUCTION SCHEDULER | WALT DISNEY COMPANY | 2023-PRESENT**

- Generated employee schedules for all Disney's California Adventure retail outlets, considering forecasted business demands, LOA, PTO, training, and seniority.
- Partnered with HR, Labor Relations, and Workforce Management teams to ensure optimal workforce levels and alignment with company policies.

### **STOCK REPLENISHMENT & RETAIL LEAD | WALT DISNEY COMPANY | 2015-2023**

- Prioritized exceptional guest service and creating memorable guest experiences.
- Led stock replenishment team in merchandise offloading, processing, and store preparation for optimal guest experience.
- Provided guidance to stock replenishment team and supported customer service and cashiering functions.
- Assumed additional duties as Deployment Lead, managing replenishment staffing for stock replenishment cast across Disney California Adventure retail locations.
- Collaborated with scheduling to ensure adequate staffing and flexibility in labor allocation.
- Utilized critical thinking to address guest concerns, staffing challenges, and adjust retail floor presentation.