

Hannah Baum

SUMMARY

Experienced customer service professional skilled in conflict resolution and fostering positive environments. Strong interpersonal skills promote community development. Effective in handling emergency situations while maintaining composure. Successful in facilitating information resulting in improved flow of community procedures.

EXPERIENCE

YMCA of the Virginia Peninsulas - Membership Services

Yorktown, VA • 05/2023 - Current

- Provided top-quality service to guarantee satisfaction during interactions at the YMCA.
- Addressed customer concerns in a prompt and professional manner, handling issues across different departments at the YMCA.
- Collaborated in team meetings to optimize membership services procedures.
- Worked closely with other departments to ensure seamless coordination of activities that positively affected membership services processes and procedures.
- Organized and coordinated client appointments, delivered engaging tours of the facility, processed financial transactions and managed phone inquiries
- Facilitated information flow between departments and members.
- Effectively managed and aided in responding to various medical emergencies

Virginia Tech Housing - Residential Advisor

Blacksburg, VA • 08/2023 - 05/2024

- Developed strategies for conflict resolution among residents.
- Fostered strong connections with faculty members and staff, contributing to a seamless residential experience.
- Organized social activities that promoted community building among residents.
- Contributed to maintaining order and compliance with university policies in the residence halls.
- Provided crisis intervention services when necessary to address behavioral issues or emergencies.
- Facilitated collaboration among various campus departments to address student needs.
- Resolved conflicts between roommates or other students living in the residence halls.

CONTACT

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SKILLS

- Customer assistance and interaction
- Scheduling appointments
- Oral and writing communication
- Team Collaboration
- Administrative Skills
- Policy Enforcement
- Daily living assistance
- Activity Planning
- Crisis Management
- Problem-Solving
- Emotional Support
- Adaptability

EDUCATION AND TRAINING

Bachelor of Arts: Creative Writing

Virginia Tech
Blacksburg, VA

- Spring, 2023 - Dean's List
- Additional Coursework in Event Management and Intro to Disabilities
- Completed American Literary History, British Literary History, Critical Reading, and Writing and

Freelance - Book Reviewer and Promoter

Yorktown, VA • 01/2020 - 08/2024

Digital Media

- 3.66 GPA

- Reviewed and provided timely feedback on Advanced Copies to enhance book sales via social media.
- Developed effective marketing strategies in collaboration with authors and publishers to drive product visibility
- Investigated popular themes of interest among the intended viewership.
- Developed content strategy to increase social media followers and engagement.