

Hannah Smith

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EXPERIENCE

Hannah Smith Ballroom, Salt Lake City, UT

Owner and Instructor - JUNE 2023 - PRESENT

- Orchestrated both social and competitive ballroom routines, emphasizing proper technique to foster student growth and skill development.
- Directed youth and adult group classes, fostering an environment conducive to critical thinking and teamwork through student-led projects.
- Coordinated seamless performances and competitions, ensuring efficient operations and optimal participant experiences through meticulous planning and execution.

Discover Bank, West Valley City, UT

Administrative Assistant - APRIL 2022 - MAY 2023

- Updated technical and administrative reports using Tableau, Excel, and Miro, ensuring accuracy and clarity.
- Compiled and analyzed data for routine reports, demonstrating proficiency in data management.
- Conducted quarterly reviews to ensure relevance and compliance.
- Tracked time and attendance for departments, ensuring accurate record-keeping.
- Coordinated with building staff and other departments to facilitate smooth operations.
- Managed calendars and inboxes for multiple department managers, arranging meetings and video conferences.

Reporting and Quality Specialist- DECEMBER 2019 - APRIL 2021

- Collected and analyzed essential data to present key findings, showcasing strong analytical skills.
- Developed and managed advanced Excel functions to streamline report presentation and increase productivity.
- Conducted quality assurance audits to ensure compliance with federal regulations.
- Investigated potential federal violations, providing detailed reports and remedial actions.

IVR Analyst Intern - SEPTEMBER 2021 - JANUARY 2022

- Supported Developers with test calls and post-update validations, demonstrating technical proficiency.
- Identified patterns in calls to improve customer experience.

Interim Operations Specialist - AUGUST 2019 - OCTOBER 2019

- Ensured departmental compliance with brand promises and adjusted schedules accordingly.
- Facilitated interdepartmental communication to ensure accuracy and scalability.
- Provided coaching and feedback to maintain high-quality standards.

Senior Fraud Specialist - NOVEMBER 2018 - DECEMBER 2019

- Trained over 100 agents in document verification and customer issue resolution.
- Assisted other departments in fraud detection and customer verification.

Via Transportation, Lehi, UT

Member Services Manager - JANUARY 2018 - OCTOBER 2018

- Directed 10+ Member Services Shift Coordinators and Associates.
- Lead cross-functional implementation of standardized escalation management procedures on the ground in Chicago with the local Operations Team.
- Coordinated morale boosting activities including team outings and volunteer events.

Member Services Associate - SEPTEMBER 2016 - OCTOBER 2018

- Assisted in scaling the local team from 4 to 100+ Associates.
- Consistently obtained highest KPIs on team for member support ticket resolution efficiency.
- Provided live issue resolution for thousands of members and driver partners via text, chat, email, and phone.
- Evaluated Assessments and interviewed 10-25 potential employees per week.

EDUCATION

Utah Valley University, Orem, UT — Bachelor of Science in Movement Studies
JUNE 2012 - MAY 2018