


HANNAH KENNICK

MAIN OBJECTIVE


Experienced Team Member bringing outstanding performance working with others to meet common goals. Familiar with project management and workflow optimization. Eager to bring knowledge to support business and customer needs along with phenomenal teamwork, time management, and excellent communication

CONTACT

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EDUCATION

University of Colorado, Boulder

Bachelor of Arts: College of Media, Communication, And Information
Minored in: Sociology
2017-2021

SKILLS

- Team Building
- Training and mentoring
- Interpersonal communication and customer service skills
- Cross-cultural communication skills
- Analytical skills
- Organization and Time management
- Team work and Acceptance
- Adaptable to new situations and experiences

PROFESSIONAL EXPERIENCE

Hospitality & Experience, ACI Jet | John Wayne Airport
July 2023 - Current

- Responsible for performing all Hospitality and Experience activities for ACI Jet FBO clients
- Maintain a positive and productive relationship with ACI Jet's employees, vendors, and clients
- Ensure ACI Jet clients receive exceptional service, and strive to exceed client expectations. This includes diffusing high-stress situations and managing customer expectations in a professional manner
- Maintain and update client information within the reservation platform and other company-utilized POS/CRM software, such as the Avfuel HUB, FlightBridge, and G Suite
- Ensure the safety and quality of all assigned duties and responsibilities by actively and positively participating in ACI Jet's SQMS program

Head Dispatcher, Orange County Flight Center | Santa Ana, CA
August 2022 - July 2023

- In charge of all dispatchers and managing students accounts with large amounts of money
- Paying close attention to detail dealing airplane maintenance records and logbooks
- Responsible for customer happiness and satisfaction by using excellent communication skills when dealing with all situations

Flight Attendant, Skywest Airlines | Denver, CO
September 2021 - July 2022

- Ability to work under pressure, and with coworkers above me in position
- Responsible for ensuring the safety, security, and comfort of passengers
- Reliable and trustworthy when given new tasks, and done efficiently
- Attack all situations with positive attitude and look to see how I can assist my coworkers and step in when needed

Team Member, Chick Fil A | Superior, Colorado
August 2020 - May 2021

- Team member and have worked all positions in store, took orders on iPad, and worked drive thru while handling cash transactions.
- Dealt with overwhelming and busy circumstances while increasing customer satisfaction
- Pursued learning opportunities to advance knowledge and take on leadership position.
- Contributed to team success by completing jobs quickly and accurately.
- Participated in cross-functional team-building activities.

Learning Assistant, University of Colorado | Boulder, CO
August 2019 - December 2019

- Served as teachers' assistant for course Weather and Atmosphere.
- Assisted in facilitating and explaining interactive class activities.
- Held office hours to provide students with supplemental help.
- Attended weekly meetings with department professors which increased understanding
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.