**Hannah Harris**

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**Education**

The University of Akron. Akron Ohio

Bachelor of Business Administration in Sales Management December 2019

Studied Abroad: Sant’Anna Institute. Sorrento Italy January 2017- May 2017

**Work History**

**Bartender** Basement Sports Bar & Grille, Akron Ohio July 2019- November 2019

* Establishing and maintaining interpersonal relationships with customers
* Active listening to know how to best serve others
* Practice conflict resolution

**Freelance photography** HGH Photography January 2017- Present

* Built relationships and consulted with clients during pre and postproduction to meet their needs
* Executed digital photography workflow: capturing, downloading, editing printing, back up, and cataloging
* Created innovative ways to increase sales

**Server** Firehouse Grill and Pub, Tallmadge Ohio June 2018- November 2018

* Skillfully anticipated and addressed guests’ service needs
* Speak with patrons to ensure satisfaction with food and service, to respond to complaints, answer questions, or to make conversation
* Accurately take customer’s orders and entered orders into POS systems to facilitate billing
* Appropriately suggested additional items to customers to increase restaurant sales

**Host/Carryout** Bob Evans, Wooster Ohio 2014-2015

* Answer telephone calls and respond to inquiries or transfer calls
* Assisted in the closing and cleaning duties in relation to the shift
* Provided concierge services by offering recommendations to restaurants, local activities, tourist attractions, bars, etc.
* Take and prepare to-go orders. Assisted with drink orders as needed
* Maintain contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly, and customers' concerns are addressed

**Campus Involvement**

Pi Sigma Epsilon (PSE)- Business fraternity October 2017- December 2019

* Competed nationally and regionally in marketing research game
* Competed regionally in Pro-Am Sales competition, Carew sales process training

**Relevant Projects and Research**

**Marketing Research,** GOJO Purell, Akron OH September 2019- November 2019

* Rewarded runner-up in semester long competition

**Social Media Campaign**, World Elite Kids, Akron OH August 2019- September 2019

**Marketing Research,** NORKA, Akron OH August 2018- November 2018

**Relevant Course Work**

Adv Professional Selling Buyer Behavior Business Negotiations B2B Marketing

**Skills**

Qualtrics Canva Tableau Microsoft Office Client Acquisition POS Systems