|  |  |
| --- | --- |
| **Hannah Graner** | 4635 NE 33rd Ave. Portland, OR 97211 |
| hannah.graner@gmail.com – 503-702-6415 |

*My diverse professional and educational background has equipped me with a wide range of skills and a unique professional perspective. My personal and professional experiences have enabled me to be a quick learner, adaptable, and perform well in multiple environments. I believe endurance and hard work are fundamental components in the work place. In addition, I bring a combination of integrity, patience, persistence and reliability to the table. From serving in a restaurant, to working on a fishing boat in Alaska, my work experience has enabled me to define and solidify these professional skills. I have a strong work ethic that enables me to be thoughtful, dependable, and driven.*

**WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Nuestro Jardin Academy,**  **Spanish Immersion Preschool** | Portland OR | July 2018 – December 2018 |

*Assistant Teacher*: Passionately provided an opportunity for children to learn Spanish in a warm, caring, safe, and secure environment. I created an active learning environment to create a space for the children to learn trust, self-worth, self-expression. Additionally, I focused on the child as a whole, in order to help them reach their full potential. Every day I was committed to supporting and enriching each child’s experience.

* Created a stimulating environment for the children
* Demonstrated quality teaching and genuine care for the children
* Ensured that the children were consistently supervised
* Kept the classroom in order while also cleaning up and organizing

|  |  |  |
| --- | --- | --- |
| **McMenamins Kennedy School** | Portland OR | August 2014 – January 2018 |

*Server*: Providing hospitality as well as food, beverage, barista and catering service to both local and visiting customers. Able to comfortably and efficiently cater to customers in a fast-paced environment while simultaneously keeping a calm, collected and hospitable demeanor. Often work as a bilingual (English/Spanish) server.

* This position required being able to multitask and react warmly and efficiently to different scenarios. Waiting on multiple large parties at once requires a significant amount of strategic planning while staying calm and friendly amidst a constantly changing environment
* Being able to effectively and warmly communicate with both my coworkers and a diverse group of customers that include children and adults to senior citizens, a crucial component to providing a pleasant experience for our guests
* Having to set up new tables, provide everyone with water and beverages, necessary cutlery, condiments, serve meals, close out tickets and bus tables all at the same time makes prioritizing and problem solving essential all while maintaining an essential upbeat and enjoyable demeanor

|  |  |  |
| --- | --- | --- |
| **Umpqua Bank** | Portland OR | April 2016 – August 2016 |

*Universal Associate:* Through providing excellent customer service I was responsible for building and maintaining relationships with consumer and business customers. Included in this, I processed transactions, placed customers in appropriate account and loan products, cross sold other bank services and referred customers to other departments as appropriate.

* Accepted and accurately processed all financial transactions in addition to maintaining responsibility for cash drawer and following proper balancing procedures
* Worked on assignments that are extremely complex and specialized to where independent action and initiative at a high degree are needed in developing recommendations and resolving problems
* Provided excellent customer service by providing assistance and answers for any questions or concerns that the customer might have

|  |  |  |
| --- | --- | --- |
| **Telelanguage** | Portland OR | August 2015 – March 2016 |

*Medical Interpreter:* Facilitated accurate communication of vital medical information between English-speaking hospital staff and Spanish-speaking patients*.* Bridged the cultural and linguistic gaps between American medical professionals and Spanish-speaking patients regardless of their personal medical and/or financial (emotional) circumstances*.* Maintained a professional demeanor and compliance with federal HIPAA requirements while staying empathetic and supportive.

* Stayed calm and collected while compassionately communicating vital, delicate and at times devastating information to both the patient and their loved ones
* Working in this environment required that I push myself to proceed and progress through translating for surgeries, therapy sessions, births and numerous other unique situations that would easily range from 4 to 10+ hours
* Successfully met deadlines where I needed to translate at one hospital, with a very limited amount of time, to commute across town to another hospital, where being punctual was critical

|  |  |  |
| --- | --- | --- |
| **Sustainable Bolivia** | Cochabamba, Bolivia | May – August 2013 |

*Rehabilitation Social Worker*: Provided counseling to adolescent girls who were homeless, pregnant and/or addicts. Organized outings to train women for re-entry into the job market, including how to utilize their skills to expand micro-enterprises. Designed and expanded workshops and athletic outings to encourage the young women on how to lead healthier lives.

* Supporting and consoling a 14-year girl as she was giving up her new born for adoption forces one to be empathetic and strong in an emotionally stressful environment
* I had to stay organized and effectively manage time frames to oversee groups of 10-15 adolescent girls through workshops and recreational activities
* Understanding their perspectives and embracing the human aspect of their situations was a necessary part of helping them learn new skillsets and ways to cope and manage their past trauma and maneuver adolescence

|  |  |  |
| --- | --- | --- |
| **Salmon Fishing in Alaska** | Bristol Bay, Alaska | June – July 2012 |

*Crewmember:* Maintained high productivity during crunch times, when the captain needed to catch as much fish as possible, within an allotted period of time. Maintained punctuality with the strict time restrictions of the Alaska Department of Fish and Game. Cleaned, cooked and worked on construction projects at campsite during non-fishing hours.

* Commercial fishing in a fast-paced environment that required rigorous physical and mental strain. Working for 22-hour days and still staying focused was crucial in a potentially dangerous environment
* Exceeded the captain’s expectations as I was put under a number of high stress situations working with heavy industrial equipment and a mostly all-male crew
* I had to quickly learn and be competent with a number of completely foreign skills that are unique to the fishing industry and was able to use criticism to improve and refine my capabilities as an employee

|  |  |  |  |
| --- | --- | --- | --- |
| **EDUCATION**   |  |  |  | | --- | --- | --- | | **University of California Berkeley** | Berkeley CA | May 2014 |   *Bachelor of Arts in Society and Environment: Global Environmental Politics (GPA 3.69)*  This program provided me with a comprehensive view on how to deal with large-scale environmental and social issues. It prepared me to understand the complexity of modern society, both in the social realm as well as the business world. Through the program, I learned how to creatively problem solve.  **SKILLS** |

* Spanish Fluency: Reading, Writing and Speaking
* Word Processing
* Certified Food Handler
* Certified OLCC
* Creative
* Leader
* Team Player
* Resilient
* Excellent Communication Skills
* Personable