Hannah Fuchser

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Skills

Google Suite - Microsoft Office Suite - Twine - creative writing - editing - customer service - time management - problem solving - flexibility - team work - social media management - website design

Experience

Breakout Waikiki / Game Guide

November 2022 - Present, Honolulu, HI

- Memorized games and rules to facilitate positive entertainment experience.
- Greeted and informed customers about attractions, promotions and current prices to foster outstanding hospitality and service.
- Operated point of sale terminal to complete customer transactions.
- Communicated proactively with guests to troubleshoot problems and provide guidance.
- Performed troubleshooting and routine maintenance to keep equipment in optimal working condition.
- Delivered information and details of interest about facility to visitors.
- Ascertained wants and needs of guests and developed games and attractions to facilitate enjoyment.

Hawaiian Humane Society / Adoptions Representative

May - August 2022, Honolulu, HI

- Developed and maintained positive customer relations and coordinated with team members to properly handle requests and questions.
- Assisted public in claiming lost animals by checking license tags and posting notices on community websites.
- Assessed animal behavior to create online and paper profiles for potential adopters.
- Provided humane care of domestic and wild animals.
- Observed and monitored over 50+ animals for signs of illness or injury to report symptoms and overall animal health to supervisor.
- Contributed to client retention by consistently providing outstanding customer service to both clients and pets.
- Kept cages, kennels, play yards and grooming areas neat and clean.

Chili's Grill & Bar / Host/Busser/To-Go

February - April 2022, Honolulu, HI

- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons.
- Transported dirty utensils, dishes and trays to kitchen to help team

stay on top of cleaning.

- Delivered smooth and timely service to customers by offering additional silverware, extra napkins and cleaning spills.
- Organized and cleaned assigned sections by sanitizing and cleaning table, counter and kitchen surfaces.
- Improved customer satisfaction rates by answering customers' questions and resolving issues.
- Pitched in extra hours and helped other staff during unexpected times of high volume to improve seating availability and food delivery to tables.
- Set up advertising signs and displays on shelves, counters and tables.
- Assisted customers with carry-out service.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Bussed and reset tables to keep dining room and work areas clean.
- Kept register accurate through correct billing, payment processing and cash management practices.

Student Academic Success Center / Front Desk Assistant
June 2021 - June 2022, Honolulu, HI

- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Used internal software to process reservations, check-ins and check-outs.
- Answered customer telephone calls promptly and appropriately handled needs.
- Received, screened and routed incoming calls.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.
- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Developed marketing content such as blogs, promotional materials and advertisements for social media.
- Increased customer engagement through social media.
- Illustrated webpage design concepts by blending arrangement, style and aesthetic elements to meet predetermined preferences.
- Helped students with initial adjustment to university academic life and interpreted institutions policies and requirements.

Deep Fish Ecology Lab / Research Assistant
September - October 2021, Honolulu, HI

- Gathered, arranged and corrected research data to create representative graphs and charts highlighting results for presentations.
- Maintained and calibrated various types of lab equipment.
- Recorded experimental findings in laboratory notebook to analyze and interpret experimental findings.
- Worked both independently and collaboratively in fast-paced laboratory environment.

- Worked with principal investigators to coordinate qualitative research.

UH Health & Stranding Lab / Research Intern
June - August 2021, Kaneohe, HI

- Gathered, arranged and corrected research data to create representative graphs and charts highlighting results for presentations.
- Prepared tables, graphs and fact sheets to summarize research results.
- Allocated and managed laboratory space and resources.
- Verified accuracy and validity of data entered in databases to correct errors.
- Assisted with preparing project-related reports, presentations and manuscripts.
- Monitored company inventory to keep stock levels and databases updated.
- Developed team communications and information for meetings.
- Carried out day-to-day duties accurately and efficiently.
- Assisted various projects, including but not limited to stranding response, necropsy assistance, baleen drilling, blubber histology, subsampling old necropsy specimens, DNA extraction, freezer organization, stomach contents sorting, and marine debris sorting.
- Completed an abstract and presentation for the 2021 UROP SURE Symposium, which was related specifically to blubber histology work on humpback whales.

KOKUA / Disability Access Services Assistant
September 2020 - December 2021, Honolulu, HI

- Verified details to deliver clear, comprehensive and accurate notes.
- Delivered notes quickly to help students stay on top of class demands.

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Education

University of Hawai'i at Mānoa / BA English
August 2019 - Present

I am currently a senior at UHM in the process of getting my Bachelor of Arts in English with a concentration in creative writing.

Heritage High School / AP Capstone Diploma
August 2015 - May 2019, Littleton, CO

I graduated from Heritage High School in 2019 with a cumulative GPA of 4.01 and was awarded the AP Capstone Diploma upon the passing of 4 AP classes and a rigorous research program.

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Publications

"Grayscale," Ānuenue Review, May 2022

"Piano," Roadrunner Review, Dec 2022

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Volunteer Activities

All for Army

May 2020 - Present, Remote

- Wrote social media content to increase engagement with customers.
- Interacted with fans and clients in effort to take advantage of positive posts and feedback to boost brand identification.
- Wrote and edited high-quality content and visually impactful programs under deadline pressure with exciting, captivating and authentic approach.
- Proofread copy written by colleagues to correct spelling, punctuation and grammar.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Played instrumental role in creative planning and review sessions, working with resourceful team to elevate quality of content and designs.
- Developed and edited informative, highly engaging, concise content for company websites and social media platforms customized for target audiences and company campaign objectives.
- Provided writing support in fast-paced environment for variety of public-facing materials.
- Completed accurate and polished formatting in line with publishing standards prior to submission.
- Managed competing deadlines with efficiency.

UH Health & Stranding Lab

August - October 2021, Kaneohe, HI

See above.

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Awards & Achievements

AP Capstone Diploma (2019), AP Scholar with Distinction (2019), AP Scholar (2018), National Honor Society Member (2017-2019), Four Year High School Varsity Letterman in Academics

Principal Chair Continental League Honor Band (2019), Continental League Honor Band Member (2017), Four Year High School Varsity Letterman in Band

Technology Student Association 2019 State Conference—1st Place Board Game Design(Team Leader), 2nd Place SciVis Video Design