

Hannah Dissanayake

Operations Professional

Princeton · New Jersey · US

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Summary

Detail-oriented operations professional with experience in hospitality and retail environments. Recognized for delivering excellent customer service, managing inventory, and supporting day-to-day business functions. Seeking to leverage communication and organizational skills in a stable administrative role. Interested in expanding skills beyond hospitality and retail sectors.

Experience

The Maple Leaf Inn

Front Desk Associate | 01 Jun 2021 – 01 Feb 2024

- Checked guests in and out using reservation software; processed payments and handled special requests.
- Answered customer queries by phone and email; resolved complaints and escalated issues to management as needed.
- Maintained accurate records of daily occupancy and prepared end-of-shift reports.
- Organized local food and beverage partnerships for on-site events.

PetWorld Retail Store

Sales Associate | 01 Aug 2019 – 01 Mar 2021

- Provided product recommendations and advice on pet care to walk-in customers.
- Handled cash register operations and daily closing procedures.
- Assisted with inventory restocks, store displays, and promotional events.
- Supported adoption day events and local outreach.

Bean Vault Café

Barista | 01 Mar 2017 – 01 Jul 2019

- Prepared and served specialty coffee drinks while providing friendly, consistent service.
- Managed stock of coffee beans and café supplies, placing reorders as needed.
- Assisted with social media posts and café marketing flyers.
- Trained new hires on food safety and customer engagement standards.

Education & Training

Associate of Arts, General Studies

Middlesex County College

01 Jan 2014 – 31 Dec 2016

Skills

Customer Service, Point-of-Sale Systems, Inventory Management, Scheduling, Cash Handling, Event Coordination, Social Media Posting, Conflict Resolution, Time Management, Microsoft Word & Excel (basic), Team Collaboration, Food Safety Standards, Store Merchandising, Order Fulfillment, Data Entry, Telephone Etiquette, Visual Merchandising, Basic Spanish (conversational)

Languages

English | – Present

Native

Spanish | – Present

Basic conversational

Certifications & Credentials

ServSafe Food Handler | 2017-01-01

National Restaurant Association

Awards

Employee of the Month | 2022-12-01

The Maple Leaf Inn

Employee of the Month (The Maple Leaf Inn, Dec 2022)

Led team coordination for PetWorld's highest-grossing adoption event in 2020 | 2020-01-01

PetWorld Retail Store

Led team coordination for PetWorld's highest-grossing adoption event in 2020

Interests

Animal welfare | – Present

Community volunteering | – Present

Photography | – Present

References

Available on request