


# Dedorah Hanck

## Aquatics Manager

I have over 5 years of experience as an Aquatics Manager. I am responsible for the operation and maintenance of all aquatic facilities, including pools, spas, and water features. I oversee a team of aquatics staff and lifeguards to ensure the safety of our guests. In addition, I develop programming and schedule events at our facility.

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Kaneohe, HI 96744

### Education

#### High School Diploma at Punahou School, HI

Aug 2013 - May 2017

In High School Diploma, I've learned how to study and how to manage my time.

### Links

[linkedin.com/in/dedorahhanck](https://www.linkedin.com/in/dedorahhanck)

### Skills

Aquatics



Pool Management



Lifeguarding



First Aid/CPR



Water Safety



Swim Instruction



Customer Service



### Languages

English



Hindi



## Employment History

### Aquatics Manager at Maui Ocean Center, HI

Mar 2022 - Present

- Hired and trained a team of 15 lifeguards.
- Monitored swimmers to ensure safety and provide assistance when necessary.
- Handled customer complaints and concerns in a timely and professional manner.
- Implemented new pool operating procedures that improved efficiency by 30%.
- Negotiated with vendors to purchase supplies at lower costs, resulting in an annual savings of \$5,000.
- Scheduled regular maintenance checkups for all equipment to prevent costly repairs or replacements.

### Assistant Aquatics Manager at Hawaii Sea Life Park, HI

Sep 2017 - Jan 2022

- Successfully managed and operated an indoor aquatic facility with a staff of 15 lifeguards.
- Responsible for the safety and well-being of over 500 patrons per day.
- Maintained cleanliness standards in accordance with health department regulations.
- Created weekly schedules for all aquatics personnel while ensuring adequate coverage at all times.
- Implemented new policies and procedures to improve efficiency and customer satisfaction.
- Trained new hires in First Aid/CPR, water rescue techniques, and emergency protocols.

## Certificates

### Certified Pool Operator (CPO)

Mar 2021

### National Swimming Pool Foundation Certified Service Technician

Sep 2019

## Memberships

National Aquatic Management Association

American Red Cross