

Giana N. Hayden

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EDUCATION

University of Cincinnati, Carl H. Lindner College of Business Cincinnati, Ohio

Bachelor of Business Administration, Major: Accounting

Expected: May 2027

- *Minor: Business Management, Certificate: Information Systems*
- GPA: 3.47/4.00, Dean's List Recipient 2024-2026

Cuyahoga Community College Cleveland, Ohio *Bachelor of Business Administration, Major: Business Management*

Transfer Pathway, Dean's List Recipient

WORK EXPERIENCE

Manager

May 2026 – October 2025

Pool Management

Norwood, Ohio

- Manage facility operations, including staffing, scheduling, cash handling, safety, maintenance, and customer service.
- Oversee daily financial responsibilities, including cash management, payment collection, reconciliation, and safeguarding business funds. As well as create and manage employee schedules while adjusting staffing levels to maintain safe and efficient operations.
- Coordinate events, cleaning, facility maintenance, and daily inspections, identifying issues and ensuring problems are addressed quickly.
- Lead, train, and hold lifeguards and facility staff accountable for safety procedures, performance expectations, and daily responsibilities.
- Manage challenging patron and staff situations in a high traffic environment, using sound judgment, conflict resolution, and clear communication.
- Delegated responsibilities and led daily operations to ensure efficient facility management and teamwork.

Lifeguard & Maintenance Staff

August 2021 – Present

Community Recreation Center

Brecksville, Ohio

- Gained leadership experience by training and mentoring inexperienced staff in procedures and customer service expectations.
- Served as a trusted keyholder, overseeing opening and closing procedures and daily operations.
- Assisted management with event preparation and operational improvements, earning recognition for reliability, initiative and taking on increased leadership responsibilities each season.

Accounting Assistant

June 2023 – July 2025

Kickstart Accounting, Inc.

Virtual

- Maintained and updated client financial records, ensuring accuracy and organization across internal systems
- Assisted accounting team with data entry, account reconciliation, and document management
- Supported internal workflows and communication processes to improve efficiency and accuracy in financial operations

Manager

May 2021 – September 2023 (Seasonal)

Parma City Pools

Parma, Ohio

- Gained leadership and management experience by holding staff accountable and coordinating daily operations. Additionally, monitored pool conditions, performed daily reports and incident reports for operational efficiency.

COMMUNITY ENGAGEMENT

Member <i>Lindner Women in Business</i>	August 2024 – Present Cincinnati, Ohio
Participate in professional development workshops and networking events focused on leadership, career readiness, and women’s advancement in business.	
Member <i>Beta Alpha Psi</i>	August 2024 – Present Cincinnati, Ohio
Participating in professional development workshops and networking events focused on accounting careers.	
Member <i>Engineers Without Borders</i>	August 2025 – Present Cincinnati, Ohio
Participate in supporting sustainable engineering events and community development projects.	

PROJECTS

<i>Independent Project</i>
- Designed and developed a responsive personal portfolio website using HTML and CSS to showcase professional experience, education, certifications, and campus involvement. - Configured a custom domain through GoDaddy and GitHub Pages, including DNS records and HTTPS. - Optimized the site for desktop and mobile responsiveness and maintain the site as professional experience and qualifications evolve.

SKILLS

- Technical: Microsoft 365, Canva, Adobe software - Social Media Marketing Certificate - Cosmetology License - CPR certification
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