

Hannah O'Connor

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Dear Aran Group team,

Interviewing 14 local hospitality business owners about operational bottlenecks for my final-year project reinforced what I saw daily on the floor at The Skeffington Arms: high-performing operations depend on quick decision-making, clear communication, and simple systems that scale.

Balancing a 20-hour work week alongside full-time study taught me how to manage competing priorities under pressure. As a shift supervisor managing functions for up to 300 guests, I led floor teams, trained five new employees, and handled live operational issues as they arose. Alongside this, I took on the turnaround of the university's Business Society, securing €4,500 in sponsorship from local businesses, designing a revamped event schedule, and growing active membership from 40 to over 300 students.

I am eager to bring this combination of front-line hospitality experience, commercial initiative, and grounding in Galway's business landscape straight into Aran Group's initial rotation.

Best,

Hannah O'Connor