**NAME**

Address: 住所

Email: メールアドレス

Tel: 電話番号

VISA EXPIRED Dec 2023 (working holiday visa)

**PROFESSIONAL PROFILE**

self-managed and result-driven individual with 10 years’ experience in administration, professional computer skills, and customer service. High communication skills that achieved 30％ increased customer satisfaction. I have a team-spirited attitude that promotes confidence, and trust and builds cohesiveness while a good rapport with people of diverse backgrounds.

**WORK EXPERIENCE**

Sep 2019 – present Regus Japan, Nagoya

Community Associate

* Managing customer contracts and payments
* Preparing customer meeting rooms and long-term office
* Processing and resulting IT issues by contacting IT team
* Training new staff and managing follow-up process

Nov 2018 - Jan 2020 Travelex Japan, Nagoya

Sales Consultant

* Managing and selling more than 30 foreign currency
* Currency ordering and managing stocks
* Dealing with phone and internet queries relating to customer orders, products, and deliveries
* Preparing various reports for headquarters

**EDUCATION**

Jan 2016 - Jun 2016 Kaplan International College Auckland (graduated Upper Intermediate level)

Apr 2009 - Mar 2011 Nagoya Otani High School, Aichi (Commercial course)

**QUALIFICATIONS / SKILLS**

Fluent in both Japanese and English

Driving License

TOEIC 760 (2020)

Word / Excel / PowerPoint (professional level)RSA certificate