

SHIORI SUZUKI

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PROFILE/SUMMARY

5+ years experience in customer service. Tolerant and flexible, adjusts to different situations. Problem analysis, use of judgment and ability to solve problems efficiently.

EDUCATION

Cornerstone International Community College, Vancouver, Canada *Jan 2021 – present*

- ♦ *Web and Mobile App Development*

International Language School of Canada, Toronto, Canada *Sep 2011- Feb 2012*

Nagoya University of Foreign Studies -Aichi, Japan *Apr 2009 – Mar 2014*

- ♦ *B.A. in British and American English literature*

SKILLS & CERTIFICATIONS

Technologies / Languages: HTML, CSS, SCSS, JavaScript, C#, GitHub, Slack, Figma, Japanese, English

- ♦ Driver's license
- ♦ Nutrition education advisor
- ♦ TOEIC 765
- ♦ Middle and High School English instructors
- ♦ Intermediate in tea ceremony (Urasenke)
- ♦ Secretarial Skills Test Level 2
- ♦ Financial Planner Level 2

EXPERIENCE

JA(Japanese Agricultural Co.,) Aichi, Jap *Apr 2014-Mar 2020.*

Bank teller of finance department

- ♦ Selling bank products, mentored new bank tellers, and oversaw ATM balances, refilled cash as needed.

Accountant of agricultural department

- ♦ Provided general administrative support to the accounting and agricultural brunch, and checked payment on invoice.

Teacher at Meiko-gijuku - Nagoya, Japan *Jul 2020- Nov 2020*

- ♦ Kept students on-task with proactive behavior modification.

Front desk clerk at Meitetsu Grand Hotel - Nagoya, Aichi *Mar 2013- Mar 2014*

- ♦ Process guest arrivals and departures.
- ♦ Cleaned and maintained lobby and common areas.

Office reception at NUFS - Nisshin, Japan *Dec 2012- Mar 2014*

- ♦ Greeting and welcoming guests, and receiving and sorting mail and packages.

Barista at several coffee shops - Toronto, Canada *Mar 2012- Jun 2012*

- ♦ Memorize orders and preferences for regular customers, and prepare drinks (coffee, espresso, etc.) and pastries.

Server at Yakiniku restaurant - Nisshin, Japan *May 2011- Dec 2011*

- ♦ Set dining tables service standards, and guided guests to tables and explain some menus.

Making staff at Pizza Hut - Nagoya, Japan *Dec 2008- Jun 2011*

- ♦ Consistently provided friendly guest service, and followed company's food safety procedures.

Cashier at Convenience Store - Nagoya, Japan *May 2007- Oct 2008*

- ♦ Counted cash in register drawer at beginning and end of shift, and restocked, arranged and organized merchandise.