

EDUCATION

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**University of Hawaii at Manoa, Honolulu, Hawaii**  
*Candidate for Bachelors in Travel Industry Management*  
*Candidate for a Minor in Japanese*  
• *Hichiro Kobayashi Scholarship Fund in TIM,*  
• *John Stewart Foote Scholarship Fund,*

**Kapi`olani Community College, Honolulu, Hawaii**  
*Associate degree in Liberal Arts*

WORK EXPERIENCE:

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February 2018-  
Present

**Department of Health- Wastewater Branch, Pearl City Hawaii**  
*Office Assistant III – Wastewater Board of Certification Admin*  
• Answering and assisting customers & assisting wastewater operator's questions  
• Draft Board's Agenda & ensuring that it is posted to meet Sunshine Law.  
• Certification Renewals for over 300 Wastewater Operators.  
• Processing application and checks  
• Creating wastewater operator certificate & license card  
• Travels for the Board Members, booking airfare, rental car, and scheduling Board meeting venue.  
• Purchase Order (PO)  
• G1, TA Form  
• TA for Secretary II

May 2012-  
February 2018

**Sheraton Waikiki Resort, Honolulu Hawaii**  
*PBX- Telephone Operator (Language Specialist)*  
• Answer, record, log, and process all guest calls, requests, questions, or concerns  
• Process guest requests for wake-up calls, screening calls, do not disturb, call forwarding, and non-registered guest calls  
• Respond to special requests from guests with unique needs  
• Contact appropriate individual or department as necessary to resolve guest call, request, or problem  
• Follow up with guests to ensure their requests or problems have been met to their satisfaction  
• Handling hotel and guest emergency calls

December 2011-  
April 2012

**Sheraton Waikiki Resort, Honolulu Hawaii**  
*Housekeeping Intern*  
• Responsible if rooms are cleaned for guest arrival  
• Preparing guest amenities and special request

- Laundry budgets and other clerical tasks and projects

January 2011 -  
December 2011

**Sheraton Waikiki Resort**, Honolulu Hawaii

*Front office and Guest Relation Intern*

- Responsibility to plan and coordinate guest activities while providing customer service.
- SPG and VIP key packages

November 2009 -  
March 2012

**Department of Educational Technology at University at Manoa**,  
Honolulu, Hawaii

*Department Clerical Assistant*

- Helping students pre-register for courses, assisting student applicants to the masters program, maintaining budget, and other clerical tasks.

April 2007 -  
October 2009

**Abercrombie & Fitch**, Honolulu Hawaii

*Stock runner*

- Shipment, censoring stocking, folding, organizing clothes, inventory, and floor setups.

June 2006 -  
July 2007

**G-Sushi**, Honolulu, Hawaii

*Server/Cashier*

- Responsibility for taking order, serving customers, clean up tables, cash register, and closing.

**SKILLS:**

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People Person:

- I perform persistence to others.
- I treat others with lots of humors and respect.
- I am very outgoing and friendly to others.
- I am very well organized and responsible.
- Dedicated, professional attitude, mature and willing to work.

Computer:

- Excellent computer skills, including: word processing, spreadsheets, database, presentation, and internet applications.

**PERSONAL:**

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- Bilingual in Japanese and English.
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**ACTIVITES:**

November 13, 2008

**Hula Conference**, Honolulu, Hawaii

*Registration table*

- Check in guests and guest service

October 2010 -  
Active member

**ETA Sigma Delta Organization**

- Selective honor student

August 2011 -  
December 2011

**Studied honorific Japanese Language at University of Hawaii at Manoa**

**REFERENCE:**

- Available upon request.