

EDUCATION

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, 2010-2011*
- *John Stewart Foote Scholarship Fund, 2011-2012*

August 2006 -
May 2008

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

WORK EXPERIENCE:

June 2022 -
Present

Wastewater Board of Certification Member, Department of Health

- Attending monthly Board of Certification Meeting
- Making decisions/reviewing and approving applications.

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
- 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:

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:

- 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.