Hellen Tâmara Naito

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PROFESSIONAL EXPERIENCE

Office Assistant
Talitha Sá (Clothing Store)   **September 2018 – January 2022, Caruaru, Brazil**

・In charge of keeping computer systems running smoothly and ensuring that the users get the maximum benefit. Installed and configured computer hardware operating systems and applications, monitored and maintained computer systems and networks.

・Talked staff through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues, troubleshoot system and network problems, diagnosing and solving hardware or software faults.

・Followed diagrams and written instructions to repair a fault or set up a system, support the roll-out of new applications, set up new users' accounts, and profiles and train new users on the systems used at the workplace.

・Performed Financial Management tasks such as completing banking transactions and maintaining basic accounting records and managing all accounting transactions.

・Published financial statements in time, handling monthly, quarterly and annual closings together with managing balance sheets and profit/loss statements, ensuring timely bank payments, audit financial transactions, and documents.

・Reinforced financial data confidentiality and conducted database backups when necessary.

・Responsible for inventory control, which includes loading and unloading deliveries as well as counting and confirming inventory, inspecting products for damage and flaws, and communicating in case of errors to relevant parties.

・In charge of marking and labeling products, keeping inventories in an easily accessible location.

・Executed office duties such as mail sorting and delivery, composing memos, reports, letters, and other documents, maintaining files, and performing other administrative support duties.

・Monitored office supplies and order replacements when needed, answered phone calls and took messages along with scheduling events and managing the calendar, provided information to customers, and resolved issues at the office.

Private English Teacher
Freelancing   **January 2018 – September 2018, Caruaru, Brazil**

・Combined various English teaching methods and techniques to help students improve their results as well as prepared material and activities and assigned exciting tasks and homework for students.

・Created personalized plans for students with specific needs and provided feedback based on the workload and classroom behavior and researched new ways of language instruction.

・Communicated with target audiences and build and develop customer relationships together with managing financial and scheduling plans.

Administrative Assistant
Universo dos Cartuchos   **January 2015 – September 2017, Caruaru, Brazil**

・Analyzed the feasibility of refilling laser or inkjet printer cartridges and communicating with clients about the available options as well as issuing commercial invoices.

・Provided technical support through phone and in person along with keeping track of office supplies and ordering replacements when needed.

Real Estate Assistant
Fabiano Carvalho Imobiliária   **October 2017 – December 2017, Caruaru, Brazil**

・Identified customers' needs and financial capabilities to propose solutions that are right for them and intermediated negotiation process, consulting with customers on market conditions, prices, mortgages, legal requirements, and related issues, ensuring fair and honest transactions

・Showed and market properties to potential buyers as well as prepared necessary documents (contract, lease, deed, closing declaration, etc.) and maintained and update the list of available properties

EDUCATION

System Analysis and Development Graduation, UNICSUL   - 2018 - 2022
English Conversation Course, CEBRAC   - 2017 - 2019
Japanese Online Program, LR PASSARI IDIOMAS EPP   - Since 2020 - In progress
TESOL/TEFL, World TESOL Academy   - 2022

SKILLS

Languages: Portuguese (native), English (native level), Japanese (basic), Spanish (basic)
Skills: HTML5, CSS, basic understanding of JavaScript, Python and MySQL