

Kaho Uchiyama

(236)-501-5192
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Vancouver, BC

AVAILABILITY

- Monday-Thursday : Morning-3pm
- Friday-Sunday : Anytime

VISA STATUS

- STUDY PERMIT/WORK PERMIT : Valid until MAY 2026
※Until July 2025, I can work 24hours per week. After July I can work full-time.
(After this permit I am planning to apply for a working holiday visa.)

CERTIFICATIONS & SKILLS

- Serve it Right (SIR)
- 8years of professional experience in customer service
- Able to perform effectively under customer and time pressure for extended periods.
- Capable of thriving in fast-paced environments while delivering high-quality service.
- Proficient in Microsoft Word, and PowerPoint / Microsoft Office Specialist Excel 2016
- Nissho bookkeeping test, Grade3

WORK EXPERIENCE

Passenger Handling Agent

Jul 2024 - Nov 2024

HANEDA Airport, Tokyo Japan

- Managed over 300 international passengers daily for flights to China, Taiwan, British and South Korea, conducting all communication in both English and Japanese.
- Worked in a multicultural environment with staff members from various countries and served customers from diverse nationalities.
- Assisted passengers requiring special care, including wheelchair users and those with disabilities.
- Verified passports and travel documents while providing clear guidance to passengers.

Sales & Marketing / Trading Company

Apr 2021 - Jun 2024

KISCO.LTD, Tokyo Japan

- Worked at a 101-year-old specialty chemical trading company with over 20 domestic and international locations. My main clients were in Thailand and Japan.
- Managed export/import operations and sales, achieving an annual revenue of 120 million yen (approximately 1.2 million dollars).
- Designed and developed in-house products and led marketing campaigns for these items.
- Mentored and trained two junior employees, fostering their professional growth.

Clothing store

Oct 2017 - Apr 2021

UNIQLO, Saitama Japan

- Worked at the top-performing store in the region, selling and promoting in-house apparel products.
- Handled customer inquiries, cashier operations, fitting rooms, alterations, and inventory management.
- Entrusted with closing cash register operations.

Server / Restaurant

Apr 2017 - Dec 2017

Syunsai-Wasyoku-Restaurant-Tengu, Saitama Japan

- Worked at a Japanese restaurant with approximately 40 seats and a menu of over 100 items.
- Efficiently managed a 20+ seat section alone during peak hours, ensuring smooth operations.
- Provided expert knowledge about food, alcohol menus, special dishes, and general inquiries.

Server, Kitchen / Cafe

Apr 2017 - Dec 2017

Cafe Sun-Merry, Tokyo Japan

- Responded to customer inquiries about menu items and made personalized recommendations based on preferences.
- Prepared and served hot and cold beverages, as well as baked goods.
- Established strong rapport with customers in a highly interactive environment.

EDUCATION

Tamwood Career

889 W Pender St #200, Vancouver, BC

Majors: Web-Development (Diploma)

Shirayuri University

Tokyo, Japan

Majors: English-Literature (Bachelor's)

Jan 2025 - present

Apr 2017 - Mar 2021