**NICHOLAS HANASHIRO**

(626) 238-8893 | [nicholashanashiro@gmail.com](mailto:nicholashanashiro@gmail.com)

**EDUCATION & HONORS**

**Whittier College** *Whittier, CA | Sept. 2013 – May 2017*

*Bachelor of Arts, in Economics – International Economics Concentration*

**J.F. Oberlin University** *Tokyo, Japan | March 2016 – Aug. 2016*

*Semester Study Abroad – The Reconnaissance Japan Program*

**PROFESSIONAL EXPERIENCE**

**Yonex U.S.A.**

*Lead Customer Service Representative. Torrance, CA | Sept. 2019 – Current*

* Expanded responsibilities to include training of new hires, and updating of department handbook

*Customer Service Representative*  *Torrance, CA | May. 2018 – Sept. 2019*

* Designed, proposed, and implemented new data driven warranty tracking system, improving the quality of inventory forecasting as well as internal record keeping
* Managed account of $500,000+ annual sales/year by keeping open communication channels and providing timely feedback
* Standardized in-house demo racquet lending system for employees to become more familiar with company products
* Facilitated communication between Sales, Marketing , and Customer Service teams to deploy and execute new nationwide programs and promotions

**Quaker Campus Newspaper (Whittier College)**

*Business Manager Whittier, CA | Sept. 2016 – May 2017*

* Analyzed weekly pickup data to optimize newspaper dispersal routes leading to a 10% increase in pickup rates, by printing fewer copies to cut costs and strategically placing more papers in prime locations
* Marketed advertising packages weekly to local businesses increasing advertisement revenue by 30% by reaching out not only to local businesses but also faculty, University Graduate and PhD programs

*Quaker Campus Newspaper Whittier, CA | Oct. 2014 – May. 2017*

* Responsible for overseeing 20+ writers regarding journalistic style, topic brainstorming, and quality assurance of drafts by having weekly assignment meetings and keeping in constant communication with writers
* Redesigned multiple pages via Adobe InDesign and Photoshop on a weekly basis to fit the week’s content in appealing ways

**RE/MAX Elite**

*Marketing and Deign Assistant Hacienda Heights, CA | Jan. 2015 – March 2015*

* Designed marketing materials such as pamphlets, tri-folds and letters, using Adobe Photoshop and InDesign, for properties upwards of $500,000 to be distributed to prospective buyers during open houses
* Created and edited promotional videos 1 - 3 minutes long using iMovie for individual property websites to inform prospective buyers on the property’s specifications in a visual style

**SKILLS**

**Computer Skills**: Adobe InDesign and Photoshop, SquareSpace, Microsoft Office, Stata

**Language Skills**: Fluent Spanish, Conversational Japanese