

Daiki Toda – Customer service

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Nationality: Japanese | Date of Birth: June 16, 2000 (23 years old) | Student Visa

SUMMARY

I'm an exchange student at the University of New South Wales. With a solid background in customer service and proficiency in English, I'm seeking a position where I can utilize my skills. I'm highly dedicated, responsible and possess strong communication skills.

EXPERIENCE

1, Café staff and Carrier information provider at the campus facility (Meguro, Tokyo)

November 2020 – February 2023

- Consistently performed core cafe duties, including beverage preparation, customer service, and hygiene management, to a high standard
- Contributed to a socially vibrant atmosphere; supported interaction between students and business professionals as well as domestic and international students

2, Marking answers and giving advice at private educational institute for high school students (online)

September 2021 – January 2024

- Joined the English team for the University of Tokyo entrance exam
- Evaluated as a top-tier performance over the year 2022-23, by working on students' answer sheets with efficient advice from their points of view

3, Apparel sales staff at a second-hand store for designer brands (Shibuya, Tokyo)

May 2023 – December 2023

- Was in charge of casual and outdoor clothing mainly for male customers
- Studied trends beyond original interest in fashion, and carefully communicated with customers to meet their style and demand, leading to generating returning clients

SKILLS

Fluent in English (IELTS 6.5) and Japanese | Beginner in Python | General PMO skills attained in a year-long internship at a MedTech company in Japan | Proficient with Microsoft Office (Word, Excel, PowerPoint) as well as Google Workspace

EDUCATION

University of New South Wales Social Science, Faculty of Arts, Design & Architecture

February 2024 – September 2024 (as an exchange, scheduled)

University of Tokyo Sociology, Faculty of Letters

April 2020 – March 2025(scheduled)