

# Shiori Chiku (知久 栞)

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## Skills

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### Skills:

- Deep knowledge in front-end languages (HTML, CSS and Javascript)
- Advanced computer skills including Office 365, Jira

**Languages** : A native Japanese and fluent english speaker

### Specialities :

- Troubleshooting and meticulous attention to detail
- Customer Service focused
- Team player with strong communications skills
- Quick learner and self-starter
- Time management and prioritisation skills

## Experiences

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June 2022 - Current

### **InEight Technical Support consultant**– Full Time (Melbourne)

- Provide technical support to clients via on-site, email, phone, or other methods
- Track and close out individual client enquiries (including persistent unresolved items), keeping clients aware of status throughout start to close the case
- Help build client knowledge/supplement training by both answering immediate question and proactively helping them use the system better

June 2020 - June 2022

### **Taguchi Marketing Client Support Coordinator** – Full Time (Melbourne)

- Supported our clients by addressing technical queries about the Taguchi Marketing platform
- Fixed bugs on marketing (EDM) email/ web page templates (HTML, CSS, JavaScript), and updated the company website
- Wrote knowledge base articles/documentation for clients and Taguchi's internal knowledge base

November 2019 - March 2020 (2nd Working Holiday year)

**Gapbuster Worldwide Customer Service Officer** – Casual (Melbourne)

- Coordinated the schedules of mystery shoppers for various Japanese retailers using proprietary software and web system
- Communicated with shoppers through phone and email, understood their needs and built relationships

May 2019 - November 2019 (2nd Working Holiday year)

**Kintetsu International Express Travel agent** – Casual (Melbourne)

- Coordinated flight, hotel, car booking through Galileo system and internet
- Provided customer support through calls and emails for travelers
- Administration support and updating ticketing records

March 2018 - January 2019 : (1st Working Holiday year)

- City Wine Shop / Wait Staff - Melbourne, Victoria
- Seaview Pastoral Victoria / Dairy Farm Hand - Nirranda South, Victoria
- Farm Connect / Farm Hand - Mildura, Victoria

June 2014 - December 2017

**Inaba Co, Ltd. Sales Assistant (Sales Assistant Leader from 2016)** – Full Time (Japan)

- Supervised a sales assistant team at Tokyo office
- Answered a high volume of calls from across Japan daily
- Administration support and creating of quotes for salespeople

December 2012 – December 2013

**Richmond Elementary School, Portland, Oregon USA**

Assistant Japanese Language Teacher – Full Time Internship

- Teaching of Japanese language immersion classes, team and solo teaching
- Providing extra support to students during class time

## Education

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2023              Swinburne University of Technology  
Graduate Certificate of Programming and Development

2009-2014       Shizuoka University of Art and Culture  
Bachelor of International Culture

2010-2011       University of Wales, Trinity St. David (Study Abroad Year)

### Completed Online courses

- University of Michigan (Audit - Coursera)  
Web Design for Everybody: Basics of Web Development & Coding
- The Complete JavaScript Course 2022: From Zero to Expert! (Udemy)
- The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert (Udemy)

## Qualifications

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2017 Japanese Sommelier Association / Full Sommelier Qualification  
2015 TOEIC Score 895

## Volunteering/ interests

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Self studying programming and web design  
Volunteered at several craft beer festivals in Tokyo  
Perfomanced japanese drum in Japan and in Portland (USA)

## References

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References available upon request