

Juan Lagunas

Administrative Leader with Strong Technical and People Skills

I am a multilingual professional with a diverse set of skills in business operations, administrative support, technical proficiency, and cross-cultural communication. Having spent over eight years living and working in Japan, I co-owned and managed a café, where I developed confidence in business planning, operational efficiency, and customer relations. My background includes roles in customer service, language instruction, and team leadership, where I gained skills in connecting with diverse audiences, managing day-to-day operations, and effectively utilizing modern office technologies. Furthermore, my adaptability and commitment to growth enable me to contribute creatively and effectively in any role I take on. I am open to opportunities where I can bring my global perspective and dedication to positive team and client experiences.

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WORK EXPERIENCE

Cafe Owner/Manager

06/2021 to 04/2024

Cafe Triangle

Ishikawa, Japan

- ▶ **Developed and implemented business plan:** Wrote a comprehensive business plan covering market research, financial projections, and operational strategies for the successful launch and management of Café Triangle.
- ▶ **Handled multiple roles:** Designed our cafe logo, menu, and website from scratch. Managed daily operations including customer service, food preparation, social media, and maintenance.
- ▶ **Enhanced brand recognition and customer engagement:** Produced professional food photography for social media, coordinated special events with authentic cuisines, and participated in multiple media interviews, outdoor events, and neighborhood activities to boost cafe's visibility.
- ▶ **Optimized operation efficiency:** Implemented strategies to reduce food waste and control costs, achieving a 7% reduction in monthly expenses. Reduced plastic waste by nearly 50% by switching to eco-friendly paper alternatives for all cups, wrappers, and boxes.

Assistant Language Teacher

09/2019-03/2021

Board of Education

Ishikawa, Japan

- ▶ **Facilitated English language learning:** Assisted in planning and delivering engaging lessons, resulting in improved average test scores and increased participation among students of various ages and proficiency levels.
- ▶ **Promoted cross-cultural exchange:** Acted as a cultural ambassador, fostering a positive learning environment and encouraging mutual respect and curiosity for different cultures through interactive activities and community involvement.

English Instructor

07/2015 to 12/2018

Aeon Corporation

Ishikawa, Japan

- ▶ **Facilitated English language learning:** Taught students of various ages using the Aeon curriculum, achieving measurable progress in language skills through individualized support and tailored lessons. Many students consistently met or exceeded set goals, leading to improved test scores and increased language proficiency.
- ▶ **Assisted in campaign management:** Assisted management staff in creating, designing, and implementing campaigns to achieve school's financial goals, resulting in a 36-month success rate.
- ▶ **Led professional development workshops:** Led quarterly teaching workshops focused on students' needs and followed through with teachers to gauge class improvement.
- ▶ **Managed administrative tasks:** Took lead in administrative tasks such as updating student records, preparing weekly meeting schedules, and keeping a full inventory of teaching materials.

VIP Concierge

10/2006 to 01/2013

Viejas Casino and Resort

Alpine, California

- ▶ **Built and maintained customer relationships:** Kept strong interpersonal relationships with all guests while providing great service in a fun and professional manner.
- ▶ **Stayed informed:** Stayed up to date on all casino promotions and events.

SKILLS

Cross-Cultural Communication

Customer Engagement

Team Leadership

Business Planning

Operational Efficiency

Client Relations

Event Coordination

Inventory Management

Project Coordination

Problem Solving

ACHIEVEMENTS

2017 Awarded "Teacher of Distinction"

Recognized as teacher of the year at AEON Corporation.

2017 Passed JLPT level N2

Achieved second highest level in the Japanese Language Proficiency Test.

2018 Developed Personal Course

Created and taught (all myself) unique speech course at AEON.

2018 Guided students to success

Personally helped 6 students pass TOEFL and TOEIC English exams, enabling them to study abroad.

2021 Established and managed Cafe

Successfully opened and operated a cafe in Japan with my wife.

2024 Self-taught programming

Successfully acquired web and software development skills through self-study.

EDUCATION

Bachelors of Arts in Linguistics

University of California, San Diego
12/2012 to 06/2015

LANGUAGES

English (Native)

Spanish (Native)

Japanese (Business)

French (Beginner)

CERTIFICATIONS

2024 Google IT Support Professional Certificate - Coursera

2024 IT Fundamentals: Everything You Need To Know About IT - Udemy