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EXPERIENCE

SENIOR ACCOUNT MANAGER - MITSUI & CO. (USA), INC. Chicago, IL | Jul'11 - Present

Managed and acted as the main point of contact for all assigned accounts. Coordinated and oversaw entire order process from beginning to end for customers.

- Provided general customer service and acted as a vendor liaison with domestic & foreign vendors.
- Handled order entry & placement, system data entry and managed customer inventories/consignments programs.
- Coordinated domestic/overseas production, logistics and US customs entry/documentation.
- Managed credit/entrustment lines, credit risk/reserve and AR/AP.
- Train and oversee all employees under my team.

INVENTORY MANAGER / APPRENTICE TECH - DISCOUNT TIRE CO. Livonia, MI | Jun'06 - Jun'11

Maintained and managed the store inventory as well as assisting and managing the service bays.

- Managed or assisted the workflow of 8 employees in the service bays resulting in increased profits from add on sales.
- Handled receiving, shipping, ordering, data entry, stocking and organization of approximately 10k in monthly inventory.
- Created appointments, assisted customers with inquiries, general sales and order conformations.

SHIFT LEAD / GAME RUSH MANAGER - BLOCKBUSTER

Farmington Hills, MI | Apr'04 - Jun'06

Managed and oversaw both the main store and the additional Game Rush section.

- Managed 7 employees in the main store and 2 employees in the game section.
- Handled receiving, shipping, ordering, data entry, stocking and organization of inventory.
- Advised on customer inquiries, coordinated store product placement and management of the Game Rush section.

EDUCATION

SCHOOL OF THE ART INSTITUTE OF CHICAGO

Web Design Certificate, in progress

Courses: ¡Query for Designers

Designing for the Screen Content Management Systems

Advanced HTML/CSS Intermediate HTML/CSS Intro to HTML/CSS Intro to Graphic Design

Color Theory

EASTERN MICHIGAN UNIVERSITY

Bachelor of Science in Japanese Language & Culture, 2011

KANSAI GAIDAI UNIVERSITY

Asian Studies Program, 2010

OAKLAND COMMUNITY COLLEGE

Associate of Arts in Liberal Arts, 2007

SKILLS

HTML5/CSS3, jQuery, Bootstrap, Jekyll, Kraken, SASS/HAML, Illustrator, Photoshop, Bridge, inDesign, MS Office, SAP GUI,