KENJI NAKANISHI

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WORK EXPERIENCE

Valencia College   *Orlando, FL*

Student Services Advisor at West Campus   October 2023 - Present
• Initial point of contact, offer information on enrollment, and programs.
• Manage application, including document collection, transcripts, residency, and financial aid.
• SalesForce, who's next, Ellucian Banner, Campus Logic and Teams used in daily basis.

Support Specialist II Atlas Lab at Osceola Campus   April 2023 – October 2023
• Coordinate hiring, training, schedule, and supervised over 10+ employees.
• Built a roster of team member's emails and advised of events, deadlines, and departmental changes.
• Report to the manager with metrics / data containing visits and student leader's performance.

Student Leader Atlas Lab at Osceola Campus   March 2022 – April 2023
• Provided daily an average of 30+ students with support in admission, FAFSA, and in-state tuition forms.

Amazon Japan – Majorel   Lima, *Peru*

Quality Business Analyst   *March 2020– July 2021*
• Lead and trained a team of 30+ fostering a collaborative environment.
• Audited calls / chats to assure quality of service. Provided feedback and training to members in need.
• Elaborated bi-weekly Excel reports for heads of Quality basing on metrics provided by Amazon.

Customer Service Associate   *September 2019– February 2020*
• Communicated with Japanese customers over multiple channels (phone, chat, and email).
• Kept high-standard 5 stars customer service and professionalism to a wide range of customers.

British Telecom Japan - GSS   Lima, *Peru*

Technical Support Analyst   *Jan 2018– September 2019*
• Monitored Japanese companies links and supported engineers for troubleshooting.

EDUCATION

Valencia College   Orlando Florida
Bachelors Computing Technology and Software Development **(GPA 4.00)**   *Expected December 2025*
- Research "The impact of using Artificial Intelligence tool "ChatGPT" at Valencia College 2023
- Relevant Coursework: Intro to Programming Concepts COP 1000C, C Programming COP 2220C, Honors Research Process and Project IDH 2911 & 2912.
- Seneff Honors College Student

San Martin de Porres University   Lima Perú
Bachelor's Degree in Tourism and Hospitality Management   *March 2011 - December 2016*
- Tourism & Hospitality's faulty delegate for 2017 graduation.
- Relevant Coursework: Accounting, Business Administration, Statistics, and Market Research.

EXTRA-CURRICULAR ACTIVITIES

Presidential Commission on Artificial Intelligence at Valencia College, Senior International Student Ambassador, Seneff Honors College Student, Valencia Volunteer, Wetland Improvement Lima.

RELEVANT SKILLS

- Hard Skills: Japanese (Native tongue) / English / Spanish / Basic Portuguese. Proficient in Microsoft Office, Excel, Teams, SalesForce, Qualtrics, HTML, CSS. Soft Skills: Customer Service, Teamwork, Responsive, Technical Support.