KENJI NAKANISHI

12107 Bellsworth Way, Orlando, FL 32837 | (407) 953 -0033 | kenjinakanishi24@gmail.com |
github.com/kenjisan624

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.
- Presidential Commission on Artificial Intelligence

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

- STEM Club, Senior International Student Ambassador, Seneff Honors College Student, Valencia Osceola Volunteer, LSAMP, and Wetland Improvement Lima.

PROJECTS

- **Java web Game Pounce to Power** https://github.com/kenjisan624/pounce-to-power

2D game with HTML/CSS / JavaScript for Game Jam JS24. Character animation, sprint, sounds, and layout.
- **Bank ATM Simulator** https://github.com/kenjisan624/Bank-ATM-

ATM designed to simulate functions such as withdrawal, deposit, and printing balance/. Program created using C++.

WORK EXPERIENCE

Valencia College   *Orlando, FL*
Student Services Advisor at West Campus   October 2023 - Present
- 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.
- 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).

British Telecom Japan - GSS   Lima, *Peru*
Technical Support Analyst   *Jan 2018– September 2019*
- Monitored Japanese companies links and supported engineers for troubleshooting.

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.