

Miku Kelly

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Objective

To obtain an **Entry-Level** / full-time **Customer Solution Specialist** position in which I can utilize my IT, bilingual (Japanese-English) and bicultural (Japanese-American) background.

Education

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|---|---|
| St. Louis Community College – Forest Park Information Systems – Software Developer | Jan 2015 – Present GPA 4.0/4.0 |
| Studied abroad at Southern Illinois University Carbondale (SIUC) Department of Speech Communication: Public Relations | Aug 2009 - May 2010 GPA 3.6/4.0 |
| Meiji University (Tokyo, Japan) B.A. Information and Communication | Apr 2006 – Sep 2010 GPA 3.0/4.0 |

Skills

Most experience: Java, Netbeans
Some experience: SQL, C#, Visual Studio

Troubleshooting/problem solving, Microsoft Office (2013) including – Word, Excel, Power point, Visio, and SharePoint, Windows and Mac OS, communication/customer relationship building, ability to learn quickly, native Japanese speaker

Certifications

Microsoft Office Specialist Excel 2007(2011)/ Secretarial Skills Test: 2nd Grade (2008)

Experience

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| Nobu (St. Louis, MO) Waiter | May 2014 - Present |
| <ul style="list-style-type: none">• Provide customer service in fast paced environment• Promote food, sake and other specials to customers by paying close attention to which items would match the customer's order• Manage cash drawer utilizing dinning software• Worked in a diverse environment with native Japanese, English and Spanish speaking employees | |
| Takara Shuzo Co., Ltd. (Kyoto, Japan) Marketing | Apr 2011 – Mar 2014 Jul 2011 - Mar 2013 |
| <ul style="list-style-type: none">• Lead sales promotion utilizing proprietary company software• Conducted Market research by analyzing statistical data• Created various advertisements through Power Point/Company's Software | |
| Sales | Apr 2013 – Mar 2014 |
| <ul style="list-style-type: none">• Consistently sold the highest amount of the company's core product in my area• Negotiated with multiple buyers• Resolved issues that were brought up by customers | |

Honors

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|---|-------------------|
| Received Japan Student Services Organization Scholarship | Aug 2009-May 2010 |
| Received Outstanding Academic Achievement Award at SIUC | Dec 2009 |
| Received Outstanding Freshman Award in Speech Communication at SIUC | Dec 2009 |

Activities

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| LaunchCode – CoderGirl participant | Jan 2015 - Present |
| St. Louis Japanese/English Conversation group | May 2014 - Present |