

# VIREN JOSHI



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Business Japanese (JLPT N2)



[LinkedIn](#)



Yokohama, Japan



技術・人文知識・国際業務在留資格

I am a detailed-oriented, adaptable professional with over eleven years of work experience in Japanese business environments. I've worked in a variety of industries and roles, and have strong interpersonal, project management, and critical thinking skills. I'm always looking for opportunities to grow both personally and professionally.

## WORK EXPERIENCE

### TRUST AND SAFETY AGENT

Tech Mahindra Limited  
Yokohama, Japan

**January 2023 - Present**

- Video game content moderation for an AAA cross-platform application played by millions of users every day
- Evaluate user-generated content (assets and text) against client-provided content policy to ensure compliance with community guidelines and legal requirements
- Train and mentor new content moderators on best practices and company policy

### NETWORK SUPPORT ENGINEER

Unitas Global Japan  
Tokyo, Japan

**October 2022 - January 2023**

- Network Operations Center (NOC) support for a business-oriented Japan-based ISP providing domestic and global companies with high-speed, reliable internet
- Monitor network customer traffic and assist customers with service-related inquiries via phone and email
- Translate English-Japanese messages to facilitate communication between customers and end-users

### INSTRUCTOR MANAGER

Link Interac Kanto South Co. (YKH Branch)  
Yokohama, Japan

**April 2020 - October 2022**

- HR operations at a dispatch company providing 700 English-speaking instructors to public schools in Kanagawa
- Served as main point of contact for over 300 employees for inquiries into company policies and procedures
- Managed company entry/exit procedures from resume screening through to exit interviews and exit paperwork
- Collaborated with recruiting, legal, and operations teams to ensure compliance with all labor laws
- Visited client job sites to evaluate employee performance and implement guided improvement plans where necessary
- Developed and presented materials for monthly employee training workshops for groups of up to 150 members
- Digitized employee job site system for 2020-2021 and 2021-2022 school years

## WORK EXPERIENCE

### ASSISTANT ENGLISH TEACHER HEAD TEACHER (2016-2020)

Link Interac Co.,  
Yokohama, Japan

**April 2014 - March 2020**

- Staff member in the English department at a Japanese public junior high school via a dispatch company
- Prepared and led English lessons focusing on practical situations for classes of up to forty students
- Assisted in preparation of class materials, including worksheets, PowerPoint presentations, and test problems
- Co-led school English club and participated in preparation for school festival and other activities
- Led in-person teacher training workshops for group of up to 100 co-workers
- Advised a cohort of up to fifteen English teachers on teaching techniques and adjusting to life in Japan
- Awarded "Top Motivation Instructor" in 2019 for distinction in classroom teaching and assisting co-workers

### ASSISTANT LANGUAGE TEACHER

Interac Kanto North Co.  
Hitachinaka, Japan

**March 2012 - March 2014**

- Teacher in the English department at a Japanese public elementary and junior high schools via a dispatch company
- Prepared and led English lessons focusing on practical situations for classes of up to forty students
- Assisted students in preparation for English debate camps and speech contests

### DATA ENTRY CLERK

ICisco Systems  
San Jose, CA, USA

**August 2011 - February 2012**

- Data entry in the sales department of an IT communications solutions company
- Digitized paper receipts of sales records into Excel spreadsheets using a standardized method
- Utilized Excel formulas to sort data in a meaningful way for account executives to use in sales presentations

## EDUCATION

### BA SOCIOLOGY

University of California, Irvine  
2006 - 2011

### HIGH SCHOOL DIPLOMA

Archbishop Mitty High School  
2002 - 2006

### STUDY ABROAD

Tokyo School of Music  
August 2009

## SKILLS ACHIEVEMENTS

- JLPT N2 Certification
- Microsoft Word, Excel Proficiency
- Google Suite proficiency
- Project management
- Presentation and Public Speaking
- Employee management
- Customer Support
- Recruiting and Onboarding
- Document Translation (JP-EN)