

## **Tomoko Martin**

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### **Office Manager**

Multi-lingual speaker with advanced computer skills and experience managing a busy office environment with international clients

- Summary:**
- Native Speaker of Japanese
  - Advanced proficiency in Spanish and English
  - Three years' experience with customer service and office management
  - Experience with all Microsoft Office applications

- Experience:**
- Office Assistant**, University of California English Language Programs, 2009-present
- Manage reception and telephones for 40-person office
  - Develop database to track inquiries about application status
  - Train temporary workers in office procedures

- Program Assistant**, International Student Office, University of California, 2006-2009
- Arranged special events for international students
  - Assisted program directors in orientation and cultural exchange programs
  - Reorganized office to be more efficient

- Volunteer Coordinator**, Shoreline Boys and Girls Club, 2003-2006
- Led afternoon activities for groups of children ages 10-17
  - Managed activity budget for programs
  - Recognized as Volunteer of the Year, 2005

- Education:**
- B.A. in Business Administration**, University of California Davis, Davis California, 2009

- Activities:**
- Volunteer translator, Shoreline Japanese Community Center, 2002-2005  
Assistant Leader for Girl Scouts, 2002-2004