

# Edward Yu

I have worked in the customer service industry for 4 years, from a Japanese hotel concierge to a Canadian landscape and masonry supplier sales associate.

## EXPERIENCE

### B.C. Brick Supplies Ltd., Vancouver – Sales Associate

2021 Dec - 2023 Dec

This role is to assist customers from homeowners to landscapers/masons with their needs and budget accordingly. It requires but not limited to patience, knowledge of products, and attentiveness in order to better assist customers in different circumstances. As my customers are from different backgrounds, I need to learn the terminology not only in English but in Japanese, Cantonese, and Mandarin as well so I can further explain the products in a more professional manner.

### Hotel Replace Namba Osaka, Japan –Concierge

Oct 2018 - Mar 2020

As a hotel concierge, my main duties were addressing complaints, and inquiries from both overseas and local Japanese guests, helping customers with their trip planning in Japan, etc. Also, I participated in establishing the company's social media accounts such as Facebook and travel agency websites.

## EDUCATION

### Kansai Gaidai University, Osaka, Japan, – Bachelor of Arts(English)

2019-2021

### Trajal Hospitality & Tourism College, Osaka, Japan – Higher Diploma in Hospitality

2017-2019

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## SKILLS

- Great command of various software such as Sage system, Microsoft Office Word, PowerPoint, Excel, and so on.
- Open to learning
- Problem-solving skills
- Highly adaptive to new environments

## CERTIFICATIONS

- Japanese Language Proficiency Test N1 (The highest level)
- TOEIC (English Proficiency Test) score: 915 out of 999

## LANGUAGES

Cantonese - Native

Mandarin - Fluent

English - Fluent

Japanese - Fluent