

SHIORI SUZUKI

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PROFILE/SUMMARY

5+ years experience in customer service. Tolerant and flexible, adjusts to different situations. Problem analysis, use of judgment and ability to solve problems efficiently.

EDUCATION

Cornerstone International Community College, Vancouver, Canada Jan 2021 – present

- ♦ Web and Mobile App Development

International Language School of Canada, Toronto, Canada Sep 2011- Feb 2012

Nagoya University of Foreign Studies -Aichi, Japan Apr 2009 – Mar 2014

- ♦ B.A. in British and American English literature

SKILLS & CERTIFICATIONS

Technologies / Languages: HTML, CSS, SCSS, JavaScript, C#, GitHub, Slack, Figma, Japanese, English

- ♦ Driver's license
- ♦ Nutrition education advisor
- ♦ TOEIC 765
- ♦ Middle and High School English instructors
- ♦ Intermediate in tea ceremony (Urasenke)
- ♦ Secretarial Skills Test Level 2
- ♦ Financial Planner Level 2

EXPERIENCE

JA(Japanese Agricultural Co.,) Aichi, Jap Apr 2014-Mar 2020.

Bank teller of finance department

- ♦ Selling bank products, mentored new bank tellers, and oversaw ATM balances, refilled cash as needed.

Accountant of agricultural department

- ♦ Provided general administrative support to the accounting and agricultural brunch, and checked payment on invoice.

Teacher at Meiko-gijuku - Nagoya, Japan Jul 2020- Nov 2020

- ♦ Kept students on-task with proactive behavior modification.

Front desk clerk at Meitetsu Grand Hotel - Nagoya, Aichi Mar 2013- Mar 2014

- ♦ Process guest arrivals and departures.
- ♦ Cleaned and maintained lobby and common areas.

Office reception at NUFS - Nisshin, Japan Dec 2012- Mar 2014

- ♦ Greeting and welcoming guests, and receiving and sorting mail and packages.

Barista at several coffee shops - Toronto, Canada Mar 2012- Jun 2012

- ♦ Memorize orders and preferences for regular customers, and prepare drinks (coffee, espresso, etc.) and pastries.

Server at Yakiniku restaurant - Nisshin, Japan May 2011- Dec 2011

- ♦ Set dining tables service standards, and guided guests to tables and explain some menus.

Making staff at Pizza Hut - Nagoya, Japan Dec 2008- Jun 2011

- ♦ Consistently provided friendly guest service, and followed company's food safety procedures.

Cashier at Convenience Store - Nagoya, Japan May 2007- Oct 2008

- ♦ Counted cash in register drawer at beginning and end of shift, and restocked, arranged and organized merchandise.