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|  | Experience Flexion Consulting – Team:on App (Fukuoka, Japan) June 2015 – August 2015  *Internship/Marketing/PR*   * Maintain social media group pages, blogs, and adapt site to foreign standards. * Run tests and find all bugs present on the Android platform of Team:on App via Monaca Dev tool. * Establish Google AdWords campaign for iOS, Android, and Desktop platforms and monitor Google Analytics for Team:on iTunes store, blog, and homepage. * Improve UI by coordinating with CEO and using new design standards for the Western market. * Prepare English speech and help simplify presentation for Tech in Asia Road Tour Fukuoka. * Launch Team:on for Android on Google AdWords and generate installs. * Create the Google Play Store Android Version of Team:on with visuals. * Take Japanese transcripts and translate to English for pitch w/investors. * Attend overseas events such as Tech Crunch Disrupt SF to promote Team:on and gain customers.   Google Shopping Express October 2014 - April 2015  *Operation Excellence/Exceptions Team*   * Effectively go through 200+ cases looking at errors from Fulfillment, Hubs, and Transportation side. * Hubs audit of damaged parcels and logging into excel sheets. * Develop and present solutions for process improvement based on quality error findings and prior in-store experience. * In-store audits of assets, processes, and making sure standard operating procedures are being followed. * Communicate with office staff (fulfillment leads, local operations team, transportation team, and various cross-functional members of Google Express) and relayed back to managers.   Google Shopping Express December 2013 - October 2014  *In-Store Trainer*   * Effectively oversee store operators in high-volume atmospheres and coordinate with store leads where areas of improvement are needed and if course of action needs to be taken. * Maintain error logs and fill out corresponding Excel sheets for future audits. * Present ideas to local operations team at bi-weekly meetings based on shared metrics from Store Leads. * Migrate to different store locations and focus on efficiency with given operators. * Communicate effectively with in-store merchant managers and fulfillment leads and maintain great relations.  Google Shopping Express July 2013 - December 2013 *Store Operator*   * Work in various retail stores processing orders for Google online-shopping service. * Process and fulfill orders on strict timeline while maintaining superb quality/service standards. * Keen eye paying attention to detail for each order throughout the process. * Work at high-volume stores and was perform all roles/responsibilities involved in processing orders effectively and in accordance with Standard Operating Procedures. * Run kaizen tests for new Standard Operating Procedures (SOP) during downtime. * Manage Google Assets and make sure they are secure and accounted for by end of day.  The Home Depot October 2006 – June 2013 *Sales Associate/Tool Rental Specialist*   * Responsible for customer service for various departments. * Assist customers in problem solving and select proper tools for their projects. * Ensure all pallets are received from overnight truck deliveries. * Organize and maintain product bays for accurate inventory and update and losses. * Rent tools and show customers proper procedure of tool use for their project.  EducationBachelor of Science (Industrial Design: Product Research & Development) San Francisco State University (January 2013)  * De Anza College (January 2008) * High School Diploma, American High School (May 2005)  Skills  * Google AdWords and Google Analytics * Proficient in Microsoft Excel, Corel Draw experience, Adobe Fireworks, CNC machine, and some SolidWorks. * Basic Japanese language skills. Self-study for intermediate level.   \* References available upon request. |
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