

Yuka Suzuki

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EMPLOYMENT

Mar 2022 – July 2023: Inside Travel Group Ltd – Senior Travel Operations Specialist

Worked for a travel company who specialise in holidays to countries in Asia. I was responsible for the operational delivery of trips, actioning reservation requests and generating client documents in line with agreed service levels to ensure our trips are delivered in an efficient and cost-effective way.

Key roles:

- Manning the shared email inboxes, delegating work to other members in the team.
- Writing up trip documents (Info Packs) for customers to travel to holiday destinations.
- Checking rates and availabilities at accommodations in Japan.
- Confirming accommodation, excursion and guiding services in the destinations for clients.
- Assisting Travel Consultants with the time sensitive enquiries from customers travelling in the destinations, by communicating efficiently with suppliers.
- Assisting with ticketing of international flights, checking ticketing queues on a daily basis.
- Carrying out research and translations for travel consultants.
- Involvement in seasonal projects.
- Checking and updating existing travel information saved in the company's database.
- Facilitating the efficient functioning of the office – deliveries, office supplies, post.
- Supervising the team in the absence of team leader.

Jul 2021 - Feb 2022: University of Bristol - Postgraduate Student Administrator (maternity leave cover)

Providing administrative support for Postgraduate students and academic staff in the School of Chemistry.

Key duties:

- Manning multiple shared email inboxes, receiving and responding to enquiries from and to students and staff, judging when to refer or involve others, raise issues of concern where necessary to ensure resolution of problems.
- Processing admission applications for PhD/MRes courses.
- Creating documents, presentations and reports for academics and for other departments within the organisation.
- Develop and maintain electronic and paper filing systems, databases, spreadsheets, and web pages.
- Organising and supporting internal activities and events, including Welcome Week events.
- Raising bench fee invoices to students or their sponsors.
- Administering procedures and processes in relation to student progression and assessment.

Oct 2014 – Jun 2021: Inside Travel Group Ltd. – Senior Sales Support Administrator

Despite a change to the job title, my main responsibilities in this role were essentially the same as ones in my most recent role as a Senior Travel Operations Specialist mentioned earlier.

May 2013 – Apr 2014: PQube Ltd. – Product Manager

My role as the Product Manager as part of a small company was versatile. My main responsibility was to manage the process of bringing Japanese-developed videogames to market in Europe - from the submission stage, to manufacture and delivery. I was also involved in other aspects of Video game publishing - including Marketing and PR and financial reporting.

Key roles:

- Coordination with developers to localise, test and submit the console titles.

- Communicating with platform companies (Nintendo, Sony and Microsoft) and partners in UK, Europe and Australia
- Communicating with the media in UK and Europe for PR activities
- Building relationships with the media.
- Liaising with and answering enquiries from media, individuals and other organizations
- Distributing press releases to targeted media.
- Writing reports on media coverage data.
- Research on Japanese game industry to discover new products.
- Coming up with marketing ideas.
- Preparing monthly sales reports for clients.
- Looking after the online store management.
- Packaging and posting the online store items .
- Dealing with queries from customers over email.

KEY SKILLS

- Strong organisational and time management skills.
- In depth knowledge of Microsoft Excel, Word, Outlook and PowerPoint.
- Excellent presentation, interpersonal & communications skills - both written & oral.
- Able to react quickly and effectively when dealing with challenging situations.
- Ability to come up with own ideas to take the team forward.
- English language to business level, and Japanese language to mother tongue level.

EDUCATION

Oct 2006 – Jul 2009 **BA (Hons) History of Art 2.2 at University of Bristol**

- Specialised in feminist art history
- Produced a dissertation regarding depictions of women in Early Netherlandish Painting and in Italian Renaissance art from a feminist perspective, focusing on their fashion that appeared in paintings.

Jan 2006 – Aug 2006 **Foundation Programme at Bellerbys College**

- Overall 71%
- Studied psychology and sociology

REFERENCE

Available on request