**NGO HAI YEN**

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(+81)080-8850-1370

**EDUCATION**

**INTERNATIONAL PACIFIC UNIVERSITY** October 2019 – Present

*Major:* Business Administration

*GPA:* 3.7/4.0

**WORKING EXPERIENCE**

**LAWSON** November 2019 – Present

***Part-time Sales Staff***

* Introduce to customers monthly events and campaigns: new collaborative product with famous manga/anime in Japan (Kimetsu No Yaiba, Snoopy Dog) so that can attract and increase brand awareness for both sides
* Consult available products; serve and answer customers’ queries via phone and email
* Assist to control goods in and out to ensure the quality and quantity of products
* **Be the Training Manager as the most experienced staff**: guide trainees and equip them needed information for customer service and product knowledge

*Learning Point:* Communication skill, Problem solving skill, Adaptability

**RAMU MART** May 2020 – Present

***Part-time Sales Staff***

* Sale goods at the shop; support customers to find items they need
* Equip constantly the necessary knowledge and skills to have product understanding
* Be in charge of making daily sales report: the highest turnover in a day is 632335 JPY

*Learning Point:* Communication skill,Data analyzing

**EXTRACURRICULAR ACTIVITY**

**INTERNATIONAL CULTURE EXCHANGE**  November 2020

**Staff**

* Build content and activities for 5 games to support cultural exchange purpose
* Take exchange students on a tour
* Create introduction space for participants to introduce about themselves, their countries so as to get to know about different cultures around the world.

**SKILLS**

**Technical:** Basic understanding of computer and graphic design

**Language:**

* Japanese: N2 (have a wide range of business vocabulary)
* English: Intermediate-Mid