

Name: Yahman Ken
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[Professional Summary]

Experienced ①customer service professional with ②5 years of expertise in ③delivering excellent customer experiences and ranked among the top 5 performers at Tokyo office.

[Experience]

April 2019 - Present Customer Experience Specialist, XXX Co., Ltd., Tokyo, Japan

- Leverage strong soft skills to achieve quarterly individual KPI goals.
- Demonstrate excellent time management abilities to prioritize and execute daily work activities, resulting in increased productivity.

April 2015 - February 2017 Sales/Customer Service Representative, XXX Co., Ltd., Yamaguchi, Japan

- Provided accurate, valid and complete information by using the right methods and procedures.
- Participated in a competition focused on achieving the highest levels of customer satisfaction and secured the 2nd prize.

[Education]

April 2013 - March 2015 Diploma in Business Communication, XXX Vocational School, Fukuoka, Japan

April 2008 - March 2012 Bachelor of Economics, XXX University, Fukuoka, Japan

[Skills]

- Teamwork
- Time Management
- Presentation
- Data Analysis
- Project Management

[Certifications]

- Microsoft Office Specialist - Excel & Word
- TOEIC Score XXX

[Languages]

- Japanese (Native)
- English (Business)

[Additional Information]

- Volunteer at Tokyo Community Food Bank
- Runner-up in the Internal Excellent Staff Competition for Customer Satisfaction