Ayane Maezawa

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.



Contact

Work History

2017-07 -

2021-09

Phone

080-4722-3267

E-mail

ayanemaezawa91@gmail.c om



Skills

Customer
Relations
Excellent

Microsoft

Office Very Good

proficiency

Outstanding ••••

communicati Excellent

on skills

Creative ••••

problem Very Good

solving

Multitasking

Abilities

Excellent

Flexible and

Adaptable

Adaptable

Excellent

2014-04 -2017-06

Customer Service Agent

Co., Ltd Adventure, Tokyo

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Evaluated customer information to explore issues, develop potential solutions, and maintain high-quality service.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Processed order transactions and provided customers with detailed itineraries, tickets, and receipts.
- Reviewed tickets, identification, and passports to verify traveler identity.
- Collaborated with passengers and travel agents to resolve booking issues, correct fares, and clarify rules.

Secretary

The University Of Tokyo, Tokyo

 Provided clerical support professor and laboratory by copying, faxing, and filing



English

Very Good

Japanese

Excellent

documents.

- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Scheduled appointments and conducted follow-up calls to clients.
- Volunteered to help with special projects of varying degrees of complexity.
- Transcribed and organized information to assist in preparing speeches and presentations.



Education

2010-04 - Bachelor's Degree
2014-03 Otours of Married Married

Otsuma Woman's University - Tokyo