

Hanako Yamada

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Highlights of Qualifications

- 2.5 years of successful working experience in the following
- Extensive Background in customer service
- Hard-working, friendly and polite
- Able to set and achieve high personal goals
- Able to follow detailed instructions
- Self-development and willingness to improve workplace efficiency
- Able to work under time and accuracy pressures
- Always open to new challenges
- Computer skills: Word and Excel

Work Experience

Bokurano Airlines, Tokyo, Japan

<Flight Attendant>

June 2015 - December 2017

- On duty both Domestic and International flights
- Served dishes and drinks to the great amount of passengers in limited time
- Worked with crews that include seniors, juniors, and foreign based crews
- Provided warm and welcoming environment
- Focused on in-flight safety all the time even during service time
- Worked hard to achieve sales goal in each flight

Bokurano Cafe, Tokyo, Japan

<Server>

October 2011 - May 2015

- Took orders, served dishes and drinks, and operated cash register
- Worked in coordinated with other departments to provide excellent service and merchandises

Education

Bokurano University, Tokyo, Japan

March, 2015

Bachelor of Literature

Major: English literature and communication

Skills

The National Examination for certified Domestic Travel Service Supervisor

Microsoft Office Specialist