

Hanako Yamada

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A resourceful and innovative sales professional with extensive experience in customer service and tourism marketing. Contributes strong communication and organisational ability. Articulate, personable and results oriented bringing the capacity and adaptability to respond to changing market trends and competitive conditions.

RELEVANT SKILLS & EXPERIENCE

Sales, Marketing and Promotions

- awarded as a top travel consultant at ABC Travel Centre, Western Canada
- involved with travel marketing, target setting and sales promotions
- promoted the State of Montana by co-operating with airlines and media - film and publishing industry
- co-ordinated variety of tours; sightseeing, sports and excursions

Administration

- performed clerical and administrative office duties for an entire office: client database system, accounting, banking, internet, e-mail and data entry
- prepared documents, statistics, visual aids for small to large meetings

Customer Service

- Gained a top level customer service mind and skill
- provided services for people travelling all over the world
- completed extensive customer service training with airlines and travel companies
- maintained a large number of the repeat clients

CAREER HISTORY

Manager/Assistant Manager ABC Travel Centre, Various Locations, Vancouver, BC	1998-current
Planning and Marketing Co-ordinator DEF International, Vancouver, BC	1995-1997
Student Co-ordinator GHI Language Institute, Vancouver, BC	1993-1994
Representative, Marketing and Promotion State of Washington, Department of Commerce, Tokyo Office	1992-1993
Assistant Purser, In flight Service Japan Airlines, Tokyo	1986-1991

EDUCATION & SPECIALISED TRAINING

International Travel Consultant Training , ABC Travel, Vancouver, BC	1998
Access National Examination , Entry Level: Honours Certificate	1995
Pacific Rim Studies , Vancouver College, Vancouver, BC	1994
Business Administration , Outlook Business School, Tokyo	1992
Associate of Arts Degree , Yamada Gakuin Women's Junior College, Tokyo	1986

VOLUNTEER

Recreation Assistant Vancouver General Hospital	current
Interpreter MOSAIC, Vancouver BC	1993-1995

COMMUNICATION SKILLS

Languages: **English and Japanese**

Computer: **MS Windows, MS office, Mac**

Computer Reservation System: **Apollo/Galileo, SABRE**

First Aid: **Certified by St. John Ambulance in Safety Oriented First Aid and CPR**

REFERENCES AVAILABLE UPON REQUEST