

## KANTA HAMAGUCHI

Lethbridge, Alberta | [kantahamguchi@gmail.com](mailto:kantahamguchi@gmail.com) | 587-691-7547

### HIGHLIGHTS OF QUALIFICATIONS

- **Strong Customer Service and Interpersonal Skills:** Proven ability to support and connect with diverse customers.
- **Client-Focused Mindset:** Committed to helping clients make smart financial choices and achieve their goals.
- **Digital Proficiency:** Skilled with Microsoft Office, Windows 10, CapCut, Meta Business Suite, Shoppify and Google Suite. Experienced introducing clients to new systems, including self-service platforms and event software.
- **Sales Awareness:** Comfortable assisting in simple sales situations and identifying customer interest in services and promotions, and client consultation.
- **Fast Learner and Adaptable:** Quick to adjust to new tools, systems, and team environments. Demonstrated initiative and success in cross-cultural and bilingual roles.
- **Team-Oriented and Goal-Driven:** Being able to work independently and very well in a team-member setting. Self-motivated with experience in leadership and critical problem-solving.
- **Communication:** Fluent in both Japanese and English. Experienced translating, guiding customers, and simplifying complex concepts clearly and effectively.

### EDUCATION

#### **Bachelor's Degree in Global Business**

Nagoya University of Foreign Studies | Japan | Graduation: March 2025

#### **Exchange Program in English Studies**

University of Lethbridge | Lethbridge, Alberta | April 2023 - July 2023

#### **Certifications**

- First aid trained CPR/AED C May 6/2025
- University of Lethbridge advanced certification EAP class - 2024
- TOEIC - Advanced English - 2023

### RELATED EXPERIENCE

#### **Nakagamas's Japanese food and giftware centre - BOSCH Kitchen centre**

May 25, 2025 - current Managed Shopify e-commerce website, including product listings, promotions, and user experience optimization.

- Planned and executed social media marketing campaigns (Instagram, Facebook), achieving increased engagement and sales through targeted advertising.
- Created and edited video reels with AI narration to promote Bosch mixers, grain mills, and other specialty products.
- Developed marketing strategies to expand customer base beyond existing Japanese food enthusiasts, including families and homesteaders.
- Collaborated with management to align campaigns with seasonal sales promotions (e.g., Back-to-School, Holiday sales).

### **Supervisor & Hospitality Associate**

Grand XIV Toba - Private Resort Hotel | May 2021 - March 2025

- Trained and mentored new employees to ensure high-quality service standards.
- Managed team responsibilities, ensuring smooth workflow and task delegation.
- Provided exceptional customer service by addressing guest inquiries and resolving concerns.

### **Customer Service Associate seasonal**

Nitori Co., Ltd. | May 2023- April 1 2025

- Assisted customers with locating products and answering inquiries, ensuring a positive shopping experience.
- Maintained organized product displays and restocked merchandise efficiently.
- Developed communication skills by engaging with diverse customers and handling requests professionally.

### **University of Lethbridge graduation ceremony**

May 2025

- Customer Service: Assisted graduates, families, and faculty with directions, questions, and support during the event
- Teamwork: Collaborated with staff, volunteers, and university departments to ensure smooth operation
- Communication Skills: Provided clear verbal instructions and courteous responses in a fast-paced environment

### **White Night Media, Lethbridge**

Digital Media Assistant Internship

June 27,2024 - Aug 26 2024

- Coordinate with clients, handle client queries and troubleshoot on the day of the event to ensure that all runs smoothly.
- Photography and video and drone footage

- Advertisement for events.

## **VOLUNTEER EXPERIENCE**

**English program – orphanages high schools and middle students** Nagoya University of Foreign Studies: August 2023 Dec 2024

- Helped with school events planning and running school events with the children
- One-on-one tutoring with students in English
- Helped with school assignments and presentations

**University of Lethbridge International Center**  
**Student Volunteer** - July - August 2024

- Assisted international students with orientation and campus navigation.
- Helped organize and facilitate events to support student engagement.

**University of Lethbridge Climbing Wall**  
**Interpreter** - July - August 2024

- Provided translation services and instructor to assist foreign visitors in understanding climbing procedures and safety guidelines.
- Guided and supported new climbers, ensuring a welcoming environment.

**Lethbridge Fish and Game Association:**

July 2023- May 2025

- Coached youth and adults; Youth Mentorship at the Lethbridge Fish and Game Association.
- Clean up at the Lethbridge Shooting Facility: Year-round 2015

**Guide-Interpreter for international tourist**

2019 – 2020 in Japan

- Provided guided tours for foreign visitors, offering cultural and historical insights.
- Assisted tourists in navigating local attractions and overcoming language barriers.

## **References**

**Scott Sweetman**

CEO Creative Director of Whitenight Media

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**Kennedy, Lauren**

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