

Name: Motomi Sakurada**LinkedIn:** <https://tinyurl.com/rbx5f3h>**Career summary**

A self-motivated, highly detailed, and autonomous professional with experience in client facing services including translation, tax accounting, retail, and office administration. My strong asset is being a team player and a keen and quick learner. I hold Australian permanent residency with no work restrictions.

Key Skills & Attributes

- **Administration and software skills:** Working as an assistant administrator at Herron Todd White and Kidney Support Network gave me the opportunity to learn filing, archiving, typing, photocopying, and data entry. I also answered phone calls from the clients and managed to forward them to an appropriate person. All jobs that I used to work for required me to gain proficiency in using Office 365 suite, namely Word, Excel, and Outlook, as well as other enterprise software for document management and communication.
- **Sound verbal and written communication skills:** As a secretary of body corporate of my unit complex, high level communication skills were required to perform my responsibilities effectively. For example, I had to apply for the insurance for the damage caused by hailstorm. My job involved contacting all residents, insurance company and other trade businesses to organise the repair work and preparing all necessary documents including insurance application forms, request for bank approval, letter to organise building contractors. I also contacted and arranged all necessary maintenance jobs via phone, email, and texts.
- **Organisational and time management skills:** Working as a freelancer while studying and looking after my family required me to develop organisational and time management skills. I prioritise each task required by my job and study and compartmentalised my schedule based on each task's urgency and importance. I have strong time-management skills gained through working under time-pressure and involving multiple jobs with different deadlines in the accounting and translation industries. I also have attention to detail skills gained through working in the translation and accounting industries.
- **Effective communication skills:** I can communicate in clear and concise manner and communicate effectively with a wide range of customers and stakeholders by showing respect to them, carefully listening to what they want, and appropriately adjusting my communication style. This skill was demonstrated during my time working as an interpreter at a hospital and sales assistant in the retail sector when dealing with different types of clients. When I correspond with my clients via email, I always try not to leave any ambiguity in my response. I also ask for clarification and/or questions when I cannot clearly understand the instruction given by a client. I always keep updating the progress with them and frankly disclose possible delays or issues which may impact on clients and other stakeholders.

Qualifications & Trainings

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| 2019 – 2019 | Certificate IV (Cyber Security) – TAFE QLD South Bank – Selected as one of the best students |
| 2009 – 2011 | Bachelor of Commerce (Accounting) - University of New England (External) – GPA 6.75 |
| 2020 – Current | Learning Data Analytics - Lynda.com |
| 2020 | TAFE Queensland - Data Security Essentials |
| 2020 | TAFE Queensland - Data Analytics Essentials |
| 2015 | Concentrix Australia - Microsoft Office training - Excel and PowerPoint training (Intermediate) |
| 2006 | NAATI Certified Provisional Interpreter (Oral: English and Japanese) |
| 2005 | NAATI Certified Translator (Written: English into Japanese) |

Employment History

Jan 2006 - Current Freelance translator/interpreter (English and Japanese)

Responsibilities: - Translation of English documents into Japanese, and review of translated documents (Commerce, IT, Marketing, Tourism, Hospitality, Legal, etc)

Key Achievements: - Achieving a high degree of quality in final translation products by being detail-focused
 - Collaborating with other translators when reviewing their translations by communicating in a professional and respectful manner
 - Liaising with both overseas and local agents and guests to deliver the best service to clients

Feb 2014 - Dec 2017 Concentrix Australia: Translation Specialist (Contract)

Responsibilities: - Delivering translation documents via text and video
 - Day-to-day administration work such as record keeping and schedule management via Microsoft Office 365 (Outlook/Excel)
 - Editing translated documents using Microsoft Word, PowerPoint, and Excel

Key Achievements: - Achieving a high degree of quality in final translation products by paying attention to detail to minimise errors and using communication skills to effectively liaise with colleagues
 - Participating actively in the quality enhancement project team to deliver better quality work to clients and encourage better collaboration among colleagues
 - Consistently meeting deadlines through dedication to time management, workload planning, and effectively dealing with technical problems such as software failure

May 2012 – Feb 2014 Kidney Support Network: Assistant administrator/accounts officer (Volunteer)

Responsibilities: - Administration work such as filing, photocopying, archiving, and answering phone calls
 - Responsible for data entry, processing invoices, payments, and receipts related to accommodation and transport services

Key Achievements: - Handling multiple accounts/administrative tasks and process invoices based on documents required to apply for the Patient Travel Subsidy Scheme
 - Investigating past unpaid/partially paid records by matching up documents and doing follow-ups under the supervision of the bookkeeper

Jul 2013 – Oct 2013 Income Tax Professionals: Tax consultant (Casual)

Responsibilities: - Providing face-to-face/over the phone/e-mail customer service
 - Processing tax return applications for private and business clients by entering correct information into specialised software

Key Achievements: - Effectively addressing customer complaints and requests, either by myself or in consultation with senior officers
 - Successfully managing peak season workloads to meet multiple responsibilities (i.e., processing large volumes of applications, mailing and banking)

May 2012 – Sep 2012 L&J Shoe Gallery: Retail assistant (Casual)

Responsibilities: - Engaging customers face-to-face/over the phone
 - Day-to-day administration work such as entering daily sales data, handling cash, using EFTPOS, maintaining stock records, and answering phone inquiries

- Key Achievements:**
- Providing excellent customer service by being attentive to clients' needs and providing advice on products, seasonal promotions, and the store membership program
 - Addressing customer complaints and requests alone or with the store manager

Feb 2012 – June 2012 Herron Todd White (Property valuation firm): Assistant Administrator (Casual)

- Responsibilities:**
- Processing invoices using Lotus Notes and property valuation database
 - Day-to-day office administration work such as filing, scanning, mailing, data entry and answering phone calls

- Key Achievements:**
- Handling large volumes of invoices
 - Finding errors that may influence company's income
 - Successfully processing invoices while under pressure due to increased workload

Other positions and experiences outside formal work

2009 – 2018 Secretary/treasurer of the body corporate

- Responsibilities:**
- Organising annual general meetings and taking minutes
 - Managing body corporate financial issues such as collection of body corporate fees, making payments, and maintaining financial records
 - Dealing with building maintenance issues such as arranging trade people and communicating with the insurance company
 - Assisting residents with neighbourhood dispute issues such as arranging a mediation and preparing all the required documents for the mediation

Referees

Provided upon request