

TROY ITSUO NAKAMURA

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(808) 345-4568

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CUSTOMER RELATIONSHIP SPECIALIST

Innovative, dependable, and efficient professional with experience in managing international relationships, coordinating support and volunteer event services, and creating new tourism initiatives. Positively motivated by challenges. Committed to the creation of quality total customer experiences. Extensive desktop publishing, web design, and presentation experience.

EDUCATION

UNIVERSITY OF HAWAII, Honolulu, Hawaii Graduate Spring 2009
Shidler College of Business, China International MBA

COLORADO STATE UNIVERSITY, Fort Collins, Colorado Fall 2004
BA in Organizational Management, Minor in Japanese Language

PROFESSIONAL EXPERIENCE

ISHIGAKI CITY, Okinawa, Japan August 2005 – August 2007
Coordinator for International Relations, Public Relations Section

- Managed international athlete and volunteer services for \$1.5 million budgeted Olympic qualifying World Cup Triathlon race series
- Developed and implemented new tourism initiatives for foreign visitors
- Facilitated the strengthening of relationships between Ishigaki City's Sister City, Kauai through the creation of new social networks and visit programs

PACIFIC BEACH HOTEL, Honolulu, Hawaii February – August 2005
Concierge, Guest Services

- Actively provided customers with timely and useful information
- Arranged for custom excursions, including transportation, meals, and various activities
- Organized customer amenities, in-house restaurant reservations, and safety box operations

HYATT REGENCY WAIKIKI, Honolulu, Hawaii February – August 2005
Regency Club Attendant, Guest Services

- Provided targeted high-quality service to customers staying on executive floors
- Strengthened relationships with new customers as well as loyal return customers
- Solved customer complaints and problems

PROFESSIONAL EXPERIENCE (continued)

SCHOOL OF THE ARTS, Fort Collins, Colorado August 2002 – August 2003

Student Administrative Assistant, Department of Music

- Designed departmental web pages using Macromedia Dreamweaver
- Created databases and spreadsheets with Microsoft Excel and Access
- Designed and published advertising with Adobe Photoshop and Microsoft Publisher

DOWN TO SURF, Hilo, Hawaii

Summer 2003/2004

Cashier, Down to Surf/Hilo Homemade Ice Cream Store

- Provided excellent customer service to international clientele
- Maintained inventory setup and control
- Reconciled transactions on a daily basis

UNITED HAWAII COLLEGE, Hilo, Hawaii

Summer 2002

Student Guide, United Hawaii College Hilo Campus

- Arranged and coordinated daily events including field trips and educational excursions
- Facilitated Japanese high school students learning of English and Hawaiian culture
- Supervised and communicated with students in the Japanese language

STATE DEPT. OF ACCT. AND GENERAL SERVICES, Hilo, Hawaii

Summer 2001

Office Assistant, Hilo State Building

- Maintained inter-departmental lines of communication through memos, faxes, and e-mail
- Maintained databases essential for state contract bids
- Organized and catalogued the state blueprint archives stored in Hilo, Hawaii

FOREIGN LANGUAGE SKILLS:

Kansai Gaidai University (Osaka, Japan), *Advanced-Business Level Japanese*

EXTRA-CURRICULAR ACTIVITIES:

University of Hawaii Travel Industry Management Student Association, *Active Member*

American Hotel & Lodging Association, *Student Member*

REFERENCES:

Available upon request