



# Shio Kojima

## Customer Service Manager

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### Skills

Customer Service Expertise

Customer Relations

Troubleshooting and Testing

Cross-cultural  
communication

Quality Control

Operations Management

Team Leadership

Staff Development

Strategic Planning

Performance Management

### Languages

Filipino

Japanese

English

## Profile

Results-driven Customer Service Manager with over 11 years of experience in driving team excellence and optimizing customer satisfaction. Expert in customer relations, operations management, and quality control, with a proven track record of delivering superior service and strategic improvements. Adept at mentoring staff and developing impactful training programs, creating inclusive environments that enhance organizational success. Committed to addressing customer needs and elevating the service experience through proactive leadership and innovative solutions.

## Employment History

### Trust and Safety Champion, Keywords Studios (Supercell)

2024 — Dec 2024

- Consistently enforced community guidelines, applying disciplinary actions to boost engagement.
- Streamlined content review processes to guarantee compliance and quality.
- Mentored junior moderators, enhancing conflict resolution and policy interpretation skills.
- Identified and rectified operational inefficiencies, improving departmental performance.
- Collaborated with cross-functional teams to align departmental initiatives with organizational goals.

### Game Master, Keywords Studios (Supercell)

2023 — Dec 2024

- Conducted thorough research and analysis to enhance player engagement and experience.
- Implemented strategies that improved workflow and performance within the Player Support team.
- Developed comprehensive FAQs and templates, streamlining communication processes.
- Collaborated with trainers and analysts to interpret data and develop actionable plans.
- Mentored support agents, fostering exceptional service delivery.

## **Accountant Receptionist, Tokyo Medical and Surgical Clinic**

2022 – 2022

- Managed cash registers with precision, ensuring efficient payment processing.
- Processed payments and maintained transaction records, utilizing Excel spreadsheets.
- Resolved customer complaints with professionalism, providing accurate information.
- Conducted thorough reconciliations of cash boxes and bank deposits.
- Organized filing systems for payment sequences and financial records to enhance efficiency.

## **Customer Success, Adish Co., Ltd.(Stripe)**

2021 – 2022

- Facilitated communication between users and end users, efficiently resolving complex issues via email.
- Provided comprehensive information using appropriate tools, enhancing user satisfaction.
- Maintained high-level customer service, identifying and addressing root causes of complaints.
- Supported B2B and B2C customer needs, offering tailored solutions.
- Promoted peer learning among colleagues to improve service delivery.

## **Guest Service Specialist, Booking.com Customer Service Center (Japan) KK.**

2020 – 2021

- Resolved complex guest and partner issues via phone and email, enhancing customer satisfaction.
- Provided accurate information using advanced tools to maintain professionalism.
- Handled complaints with a focus on guest retention and satisfaction.
- Fostered a positive work culture by participating in company events and team meetings.
- Promoted peer learning and engagement in new projects.

## **Jr. Customer Service Manager, Philippine Airlines Passenger Handling Division**

2018 – 2019

- Oversaw operations to ensure timely flight performance during shifts, enhancing efficiency.
- Supervised check-in and gate handling, supporting frontline agents for optimal service.
- Resolved inquiries and complaints, prioritizing customer satisfaction and loyalty.
- Trained associates in performance strategies and customer service techniques.
- Collaborated with management to improve service processes and implement campaigns.

## **Ground Staff, FMG Air Service ANA Haneda Division (Philippine Airlines/Hawaiian Airlines)**

2016 – 2018

- Supervised arrival flights, ensuring seamless passenger disembarkation.
- Coordinated with service teams for effective communication and passenger support.
- Assisted passengers with special needs, providing tailored support.
- Managed baggage handling and addressed luggage issues promptly.
- Conducted bilingual gate announcements, enhancing passenger experience.

## **Branch Representative, Diamond Dining Group Bishoku Maimon Division**

2016 – 2016

- Monitored employee performance, implementing improvement strategies effectively.
- Ensured adherence to food safety and quality standards, enhancing customer satisfaction.
- Trained staff on policies and procedures, fostering a productive work environment.
- Established strong relationships with officials, employees, and clients.
- Managed inventory to align stock levels with operational objectives.

## **Hall Staff, Giraud Restaurant System A16**

2013 – 2016

- Greeted customers and guided them to their seats, enhancing dining experience.
- Explained menu items clearly, improving customer satisfaction.
- Prepared tables meticulously, ensuring a welcoming atmosphere.
- Collaborated with team members to ensure smooth service operations.
- Conducted inventory checks, maintaining optimal stock levels.

## **Customer Service Specialist II, Teleperformance Philippines Hotels.com**

2012 – 2012

- Greeted customers professionally, ensuring adherence to established procedures.
- Analyzed customer concerns to diagnose and resolve issues effectively.
- Adapted communication style to meet diverse customer needs, ensuring clarity.
- Documented interactions thoroughly for accurate follow-up.
- Addressed complaints swiftly, enhancing customer satisfaction and retention.

## **Education**

**Business Management and International Communications: Business Administration And Management, Tokyo International Business College, Taito City**

2014 – 2016

**Comprehensive/Higher Level Japanese Course, ALA Academy of Language Arts, Shinjuku City**

2012 – 2014

**Caregiving Course, Calayan Educational Foundation Inc.**

2011

**Bachelor of Science in Hotel and Restaurant Management, Asia Pacific College of Advance Study, Balanga**

2007

**Associate in Health Science Education, Calayan Educational Foundation Inc.**

2005