

## HARUKA KATAOKA

9915 Vista Holly Road, Unit 218, Orlando, FL 32836

614-746-9892

hkataoka19@gmail.com

### EDUCATION

Franklin University

**Bachelor of Science in Marketing**

2013

Advertisement, Marketing Behavior, Marketing Research, Global Marketing, Public Relations

Columbus State Community College

**Associates in Hospitality Management**

2011

Hotel, Tourism, Event Management, MS Office

Hokurikugakuin Junior College, Ishikawa Japan

**English Communication & Business Management**

2004

### WORK EXPERIENCE

Mitsukoshi U.S.A., Inc. - Orlando, FL

**Human Resources Administration Assistant Manager**

April 2022 - Present

Assisting and collaborating with Manager of HR Administrations, executing Human Resources Functions, using discretion and judgment and be flexible to perform the job according to the established policies, procedures and practices that may not be practical or fitted in each situation, being reasonable and having a good business reason to use such discretion or flexible judgment on behalf of the Company to achieve company's goals and to meet legal requirements in order for management to back you up, after the fact, as exception, as a business necessity or inference of a revision of the policy or a new policy, executing professionalism in line with the Uniform Guidelines on Employee Selection Procedures, monitoring and improving Employee Relations, responding to inquiries by employees, assisting in investigation of an employee complaint on behalf of the supervisor and the Company, reviewing application forms for minimum requirements, making an on-boarding program for the Cultural Representatives with Q Visa and locally hired employees and executing it, advocating employees to utilize EAP (Employee Assistance Program) provided by Mitsukoshi, giving employees all necessary information in order for them to make an informed decision on their benefits; insurances and 401k, assisting managers on to handle performance issues, recommending to a supervisor for hiring, promoting, disciplining and separating, promoting teamwork within the team, assisting with updating the Employee / Cultural Rep Handbook, assuring all necessary new hire documents are filled correctly, keeping abreast of new employment laws, helping HR Manager implement any new laws or policies, reviewing HR processes and recommend how to improve, assisting with the implementation of new programs.

Nippon Thermostat of America Corporation - Fraziers Bottom, WV

**Bilingual Administration and Human Resources Assistant Manager**

December 2018 - April 2022

Coaching, training, developed and communicated with Administration and HR Department's members for safety, quality, and work status, Coordinated any necessary administration and HR activities, created any necessary documents, communicated with other department managers if necessary, managed HR related work, ensured adherence to company procedures, policies,

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compliance with safety and environmental requirements, checked forms and documents, attended any necessary meetings, made sure Administration and HR Department goal (annual/monthly etc.), informed necessary departments for any changes, created, checked, approved any Administration documents, payroll, support accounting tasks.

Nippon Thermostat of America Corporation - Fraziers Bottm, WV  
**Bilingual Administration and Human Resources Specialist**

August 2013 -  
November 2018

Managed basic Administrative and HR office tasks, hiring and firing, maintained, organized, and filed documents and data, resolved administrative problems by coordinating preparation of reports, analyzing data, and identified solutions, handled some managerial duties in the absence of the supervisor, translated necessary documents for both Japanese and local employees, worked as an interpreter for both Japanese and local employees.

Fujiyama Steak House - Columbus, OH  
**Hospitality Management Intern**

2011

Verified patron IDs for alcohol purchase, discussed dining experience with customers to ensure needs were met and corrected any problems to customer satisfaction.

Fuji Express - Dublin, OH  
**Hospitality Management Intern**

2010

Performed hostess duties by escorting customers to their table, prepared checks, and itemized meal costs, performed food preparation duties for chefs.

Hotel Nikko Kanazawa - Ishikawa, Japan  
**Server - Part Time**

2003 - 2006

Responsible for customer orders, explained food preparation, prepared tables between patrons, and catered to customers' requests.

### RELATED EXPERIENCE (Skill Set)

- Good PC skills and proficient in Microsoft Office applications.
- Responsible, cooperative, well-orderly, and have great leadership skill.
- Excellent communication skills (verbal, written and interpersonal)
- Demonstrated excellent problem-solving and troubleshooting skills.
- Excellent numerical skills.
- Handle high levels of confidentiality

### LANGUAGES

Japanese - Native Language

English - speak, read, and write with advanced skill level