

MIYUKI SATO

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HIGHLIGHTS OF SKILLS AND QUALIFICATIONS

- 8 years experience in the customer support industry, and 4 years in the IT industry.
- Demonstrates initiative methodically.
- Handling difficult tasks, and working with precision.
- Possesses sharp problem-solving skills for objective and meticulous analysis.
- Exceptional organizational abilities with a keen attention to detail.
- Friendly demeanor, highly adaptable, excellent communication skills in Japanese/English.

EDUCATION

- **Diploma in Multimedia Design and Development** September 2023 - Present
Humber College Institution of Tech. and Adv. Learning Toronto, Canada
Key Courses: Contemporary Web Design; Digital Branding Strategies; Motion Design
Digital Technology; Multimedia Design; Creative Coding; Video Production
- **Associate Degree in English Literature** 2013
St. Margaret's Junior College Tokyo, Japan

WORK EXPERIENCE

- **AI Trainer** May 2024 - Present
- **Outlier** Remote
 - Ensured accuracy and grammatical correctness of AI-generated Japanese responses.
 - Implemented quality control to maintain high linguistic standards and product safety.
 - Identified and corrected errors and potential biases in AI outputs.
 - Provided feedback to improve AI's understanding of the Japanese language.
 - Conducted thorough testing and evaluation to maintain the quality of Japanese content.

- **Junior UI/UX Designer** December 2023 - March 2024
- **UNIT D Ltd.** Remote
 - Analyzed and refined the UX design of existing services to improve user satisfaction.
 - Designed UI components, web banners, and engaging content for a website.
 - Developed low/high-fidelity prototypes and design mockups using Figma.
 - Created visually appealing blog thumbnails aligned with brand identity.
 - Collaborate with writers, web designers, and PMs to enhance the product with consistent, user-centered design.

Technical Support Specialist

December 2020 - July 2023

- **Apple Japan**

Tokyo, Japan

- Promoted from Specialist to Technical Specialist.
- In charge of the team and to guide and assist them with tech issues.
- Top 5 in total cases handled in 2022, with 600 unique customers.
- Assessed software problems and used troubleshooting tools to resolve technical issues swiftly.
- Technical training offer for new hires.

Assistance and Specialist

May 2019 - November 2020

- **Apple Japan**

Tokyo, Japan

- Individual sales: 280 million JPY (1.81 million USD) /year.
- Achieved the best performance in the store with 70% warranty attachment on units sold.
- Drove store success by achieving the best performance record.
- Facilitated sales training, enhancing team member's professional development.
- Served as a Sales training officer, responsible for onboarding and mentoring new hires.

Floor Manager

February 2016 - September 2016

- **Tokyo International Airport Passenger Service Co., Ltd.**

Tokyo, Japan

- Promoted from concierge to floor manager.
- Migrated internal paper documents to digital.
- Summarized and shared airport information with my team.
- Provided support and problem-solving for my floor team as a training officer.
- Updated in-house materials as facility information manager.

International Airport Concierge

March 2013 - January 2016

- **Tokyo International Airport Passenger Service Co., Ltd.**

Tokyo, Japan

- Comprehensive information and assistance services in the information counter.
- Provided airport general information by phone.
- Managed lost property office, and in-house broadcast.
- Guidance support within customs and departure areas.
- Offer guidance on travel information with a customer-centric approach.

TOOLS & SOFTWARE

- **Figma**
- **Adobe Creative Cloud (Ps, Ai, Ae, Pr, Aero, Stager, Au)**
- **Visual Studio Code (HTML5, CSS, JavaScript)**
- **Microsoft Office (Word, Excel, PowerPoint)**