

# Momoko Hébert

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## About Me

I have always been fascinated with the business of fashion and have dreamed of becoming a buyer since my early teens. I am ready to make that dream a reality and take the next step in my career by becoming a buying professional. With my extensive work experience and comprehensive academic background I know I can make an impact in any situation I am put into.

## Education

### Eastern Michigan University

Dec 2016

Bachelor of Science

| Major: Apparel, Textiles, and Merchandising  
| Minor: Management

### Washtenaw Community College

May 2010

Associates Degree

| Certificate of Liberal Arts MACRAO

## Skills

| Retail math  
| Data-entry  
| Data research and analysis  
| Microsoft Office  
| Intermediate in NetSuite  
| Effective multi-tasking  
| Excellent customer service and communication skills  
| Helpdesk ticketing system (CA Service Desk Manager)  
| Troubleshooting medical trial devices  
| Oral and written fluency in English and Japanese  
| Outstanding organizational and time-management skills

## Work Experience

### Stefanini - Japanese-English Bilingual Support Technician

Mar 2012 - Present | Southfield, MI

| Escalate issues to higher levels of support when required  
| Work independently as well as assist coworkers with overflow of tasks  
| Provide restorative or maintenance actions to resolve end user issues  
| Handle incoming calls, emails, and logging of customer issues accurately and efficiently into ticketing system in both English and Japanese  
| Troubleshoot hardware, software and network related issues in reference to knowledge base articles and training

### Abercrombie & Fitch - Impact Team Member

Jun 2011 - Mar 2012 | Ann Arbor, MI

| Maintain the effectiveness of merchandise flow and presentation standards throughout the store and stockroom  
| Developed great relationships with coworkers and managers by displaying reliability and trustworthiness  
| Provide customer service by handling questions and concerns with speed and professionalism  
| Train new associates of the same position  
| Have been cross trained as a Model whose main responsibilities include working the cash register and greeting and assisting customers with their shopping experience

## Internships

### Cranberry Tantrums - Associate Production Coordinator

Apr 2016 - Jun 2016 | Chicago, IL

| Social media brand management  
| User and competitor analysis  
| Planning and executing campaigns for marketing efforts while also assisting with photoshoots  
| Profit increase research  
| Blogger event attendance  
| Trend analysis

### Michigan Women's Wear Market - Production Volunteer

Feb 2016 | Livonia, MI

| Filling out purchase orders  
| Setup and dismantling of vendor booths  
| Communicating with buyers and showing merchandise and its terms

### Everything Alpaca - Part-time Inventory Specialist

Jun 2011 - Mar 2012 | Royal Oak, MI

| Warehouse organization, itemization labeling, and inventory management  
| Taking orders from customers, packing and shipping orders