**MOMOKO HÉBERT**

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| --- | --- | --- | --- | --- | --- |
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**ABOUT ME:**

I have always been fascinated with the business of fashion and retail, and have dreamed of becoming a merchandiser since my early teens. I am ready to make that dream a reality and take the next step in my career by becoming a merchandising professional. With my extensive work experience, comprehensive academic background, and eagerness to expand my skillset, I know I can make an impact in any situation I am put into! Please feel free to contact me if you have any further questions or request any additional information. Thank you very much for your time and consideration.

**SKILLS & QUALITIES:**

|  |  |
| --- | --- |
| * Retail Math
 | * Excellent customer service and communication skills
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| * Data-Entry
 | * Helpdesk ticketing system (CA Service Desk Manager)
 |
| * Data research and analysis
 | * Troubleshooting medical trial devices
 |
| * Social Media Brand Management
 | * Oral and written fluency in English and Japanese
 |
| * Advanced in Microsoft Excel
 | * Intermediate in NetSuite ERP system
 |
| * Advanced in Microsoft Outlook
 | * Effective multi-tasking
 |
| * Advanced in Microsoft Word
 | * Outstanding organizational and time-management skills
 |
| * Advanced in Microsoft PowerPoint
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**WORK EXPERIENCE:**

**Mar 2012 - Current       Japanese-English Bilingual Support Technician**

**Stefanini, Life Sciences Services Department -** Southfield, MI

* Handle incoming and outbound calls and e-­mails and log all end user questions and issues accurately and precisely into ticketing system in both English and Japanese
* Troubleshoot hardware, software and network related issues in reference to knowledge base articles and continuous training and learning
* Provide restorative and maintenance actions to resolve end user issues in an average of under 10 minutes on calls and an average of under 1 hour by e-mail
* Escalate issues to higher levels of support for issues that are out of scope, reporting a concise summary for speedy investigation and resolution
* Practice independent decision making while working in a team environment, assisting colleagues with overflow tasks while completing own tasks to ensure SLA is continually above 90% for all clients

**Jun 2011 - Mar 2012**     **Part-time Impact Team Member**

**Abercrombie & Fitch** - Ann Arbor, MI

* Improved and maintained the effectiveness of merchandise flow and presentation standards throughout the store and stockroom
* Shared the Store Manager’s responsibility of training new associates
* Cross-trained as a Model and effectively performed tasks of two separate positions
* Chosen for annual promotion for high performance and exceptional work ethic
* Developed quality relationships with colleagues and managers by displaying reliability and trustworthiness
* Provided excellent customer service by handling questions and concerns with speed and professionalism

**INTERNSHIPS:**

**Apr 2016 - Jun 2016     Associate Production Coordinator**

**Cranberry Tantrums -** Chicago, IL

* Social media brand management
* User and competitor analysis
* Planning and executing campaigns for marketing efforts
* Photo shoot assistance
* Profit analysis and research
* Blogger event attendance and networking
* Trend analysis

**Feb 2016                       Production Volunteer for Bonnie Atlas Showroom**

**Michigan Women's Wear Market -** Livonia, MI

* Setup and dismantling of booths
* Communicating with buyers and presenting merchandise and its terms
* Taking orders from buyers and filling out purchase orders

**Sep 2013- Dec 2013      Part-time Inventory Specialist**

**Everything Alpaca -** Royal Oak, MI

* Dramatically increased efficiency by organizing, itemizing and labeling products in warehouses
* Implemented an inventory management system
* Taking orders from customers/buyers and filling out purchase orders
* Packing and shipping orders

**EDUCATION:**

**December 2016           Eastern Michigan University** - Ypsilanti, MI

* Major: Bachelor of Science in Apparel, Textiles, and Merchandising
* Minor: Management

**May 2010                       Washtenaw Community College** - Ann Arbor, MI

* Associates Degree: Certificate of Liberal Arts MACRAO