

DANIELA VILLANUEVA

dvillanueva@csumb.edu

EDUCATION

- **City College of San Francisco June 2013 - May 2015**
General Education, emphasis on Japanese Language
- **California State University Monterey Bay Class of 2018**
Major: Japanese Language and Culture

SUMMARY

Current full-time CSUMB upper division student majoring in Japanese Language and Culture; Intermediate knowledge of Japanese culture and language; reputable, knowledgeable, and productive employee at Gap Inc. since 2006; well versed in interpersonal and client care relationships resulting in a high level of performance in a retail environment; well recognized employee at key corporate showcase store in San Francisco, CA; proven strengths include:

- Bilingual Expertise - Fluent English-Spanish, Intermediate level Japanese
- Proficiency of computer OS and software knowledge ; MS Office, PC and Mac
- Strong 10+ years working in a retail environment administering customer service
- Extensive volunteer work; AIDS Walk San Francisco July 2013 & July 2014; Representing Gap Inc. with RE-Building SF for a revitalization of A Woman's Place Shelter on April 2013; 2 local beach clean ups a month at Ocean Beach (San Francisco) March 2013-July 2014
- English Tutor for Global Communication students during Fall of 2016 at J.F. Oberlin University in Machida, Japan.
- 1 year study abroad experience in Japan studying intermediate Japanese and extensive experience participating with various cultural events, festivals and social events
- Former Japan Club president at CSUMB Spring 2016

EXPERIENCE

Gap Inc. – Sales Associate/Stylist

June 2006 - June 2016

10 years providing customer care and assistance, including advice on style and proper fit. Handled customer transactions and marketing assignments as directed by manager. Additionally I oversaw 2-6 separate fitting rooms while coordinating product replenishment and placement in 3 departments via a team of up to 5 people per shift. Preceding Holiday season each year, I also assist in coaching new employees on company protocol and expectations; Focused problem solving skill development and facilitated expansion of team's problem solving skills.

GAP Inc. assignments at stores located in: Valencia, CA; Paradise Valley, AZ; San Francisco, CA; and Monterey, CA.

Starbucks Corporation – Barista

May 2008 – January 2010

Responsible for providing outstanding service to clients, including handling customer transactions via drive-thru window and at the counter as well as memorization of over 30 unique coffee and tea recipes, seasonal product preparation and store display staging.