

Resume of Alex Hughes

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Professional Profile

A determined, versatile, and creative individual with a wealth of transferable skills acquired during relevant work experience and international exposure. Extremely organized and reliable, a polished communicator and flourishes with increased responsibility. Strives to complete tasks to the highest standard, combined with the motivation to forge robust and long-lasting productive working relationships.

Core Skills / Experience

Translation (JA>EN) | Project Management | Business Development | Administration | Marketing & PR | Intercultural Competence | Sales Support | Customer Service | Client Engagement | Time-management | Professional Writing & Editing | Proofreading | Relationship Building | Continuous Improvement | Global Awareness | Problem Resolution | Team Building | Net-Savvy | Go-Getter

Professional Experience

March 2021-Present

**Broadway Carpets Ltd, Fife, Scotland/Remote
Communication and Systems Manager**

- Successfully guided a small company expand in its sales, service and customer reach
- Promptly digitalized various documents and data to allow for quick analysis and appropriate actions to be taken by the company
- Thorough handling and destruction of confidential client information as appropriate
- Immediate introduction of efficient systems and procedures within the company structure to ensure a coherent and well-organized office space

Mar 2019-Present

**Freelance, Remote
Japanese to English Translator**

- Handling diverse translation projects that require translation into English
- Professional relationship building with a wide range of clients
- Ensuring accurate analysis of both languages
- Confidential storage of client information
- Efficient document handling

Nov 2020-Feb 2021

**Kaiwa Families Program, Tokyo, Japan/Remote
Project Coordinator (3 m. fixed contract)**

- Providing Japanese families and foreign residents of Tokyo with 3 months of online home visits in a productive manner
- Punctual collection and analysis of participant documents to ensure program effectiveness and benefits
- Detailed planning of all online events and programs to match participants needs and requirements
- Two-way comprehensive bilingual conversational practice provided to all participants

June-Dec 2020

**ICC Graduate Scheme, Tokyo, Japan/Remote
Business Coordinator & In-house Translator (6 m. fixed contract)**

- Prompt dealing of customer queries/complaints to resolve matters in an amicable fashion
- High development of interpersonal skills focused on customer service
- Successfully dealing with multiple client orders and working together with team members
- Professional handling of all incoming phone calls
- Accurate translation of a wide variety of client and company documents (JA>EN)

Jan-Apr 2020

**Jimmy's Bargain Barn, Queensland, Australia
Digital Marketing & PR Assistant**

- Effectual assistance in planning and carrying out PR campaigns/strategies for store opening
- Fruitful development of relationships with local media clients and liaising with the press on potential news stories for further exposure
- Skilled writing and editing of various materials & social media content in an appropriate style to meet business demands

Jul 2019-Jan 2020

**Language Connections, Boston, USA
In-house Japanese to English Translator & Translation Project Manager (6 m. fixed contract)**

- Competent project management of a range of translation jobs
- Liaison between current clients and company, as well as nurturing of new clients
- Providing accurate detailed quotations for all translation jobs

- Accurate creation of client and freelancer invoices
- Proficient Japanese to English translation in various fields
- Quality control of translated documents
- Trained to use CAT tools proficiently (XTRF)

Interpreter Training Examiner & Invigilator

- Effective invigilation of written interpreter training program exams for all available languages
- Facilitator to all examinees before the exam took place, to ensure comprehension of exam rules
- Active role of English speaker in practical exams, for examinees to then grasp and interpret

Jan 2018-July 2018

Tabelog, Tokyo, Japan

Business Development, PR & Marketing Internship (6 m. Fixed contract)

- Accurately organizing citywide university campus events that would be exclusive to all students
- Providing a non-Japanese perspective for planning to benefit exchange students in events, including accurate translation of materials into English when required
- Team working and working on own initiative to actively find solutions to potential hurdles
- Using creativity and technology to create and share advertisements for upcoming events

Aug 2016-June 2017

**Gift of the Gab Magazine, Newcastle Upon Tyne, England
Japanese/English column writer and editor**

- Writing various detailed articles in Japanese for student viewing
- Editing English language articles written by Japanese students for publication
- Managing of public events to ensure delivered as planned

Volunteer Experience

Oct 2018-July 2019

**Newcastle University Anglo-Japanese Society, Newcastle Upon Tyne, England
Social Media & Publicity Officer (English & Japanese)**

- Aptly maintaining society's social media (Facebook, Twitter, Instagram) and creating online events
- Publishing/marketing of society within university campus
- Responding swiftly to various issues and concerns sent by students via social media/email

Oct 2017-June 2018

**International Christian University Language Table, Tokyo, Japan
Language Table Host**

- Facilitating active participation in Japanese and English discussions
- Providing constructive support/guidance to Japanese students seeking to improve English
- Networking with members to broaden cultural awareness/understanding

Jan 2018-July 2018

**Glocal Mitaka Home Visit Program, Tokyo, Japan
Exchange Student Program Coordinator**

- Meticulously coordinating meetings/events bringing residents and foreign exchange students closer
- Assigned to host family allowing for active exchange in both languages
- Undertaking role of community interpreter and on-site translator during events/meetups

Education / Qualifications

- **Bachelor's degree in Japanese Studies:** Newcastle University, Newcastle Upon Tyne, England (including one exchange year program at International Christian University, Mitaka, Tokyo), Graduated 2019
- **Level N1 Japanese Language Proficiency Test (JLPT):** MIT University, Boston, USA 2019
- **Intermediate Japanese Levels 1+2:** Nichibei Kaiwa Gakuin Language School, Tokyo, Japan 2015
- **Higher National Certificate in Social Sciences:** Fife College, Fife, Scotland 2014

Current Licenses & Certifications

- **Full C Class UK Driving License** 2013
- **JASSO scholarship** Recipient (Japan Student Services Organization) 2017
- **JLPT N1** Certificate of Japanese Language Proficiency 2019

Continuous Learning / Completed Courses

- **Sales & Leadership Development:** The Power Within 2021
- **Japanese Business Management, Japanese Books: From Manuscript to Print, Entrepreneurship in Emerging Economies, Rhetoric: The Art of Persuasive Writing & Public Speaking, Human Rights: The Rights of Refugees, Anthropology of Current World Issues, Globalization: Past & Future, Contemporary Japanese Society: What Has Been Happening Behind Demographic Change?:** edX 2020, 2021

- **Translation as a Career, Business Communication: SWOT Analysis, Facilitating Group Discussions:** Open University 2020, 2021
- **Introduction to Intercultural Studies, Migration Mobilities & Citizenship:** FutureLearn 2021