

RIKO KOBAYASHI

CONTACT



929-291-8713



17321 Murphy Ave, APT 320
Irvine, California 92614



riko.kobayashi09@gmail.com

SKILLS

Customer Relationship Building
Food and Beverage Service
Menu Knowledge and Recommendations
High-Quality Service Delivery
Professionalism in Customer Interactions
Problem-Solving and Conflict Resolution
Multitasking and Time Management

EDUCATION

BOROUGH OF MANHATTAN COMMUNITY COLLEGE

Associate in Psychology
2016-2019

HOKUSEI GAKUEN UNIVERSITY

Associate in English Literature
2013-2015

LANGUAGE

English
Japanese

INTERESTS

Tennis and Fitness
Cooking
Nature and Outdoor Activities
Travel and Cultural Experiences
Video Editing and Content Creation

PROFILE

Dynamic professional with experience in customer-facing roles across diverse industries, including hospitality and technology sales. Adept at providing exceptional service in fast-paced environments, whether serving in an authentic Japanese restaurant or guiding clients through SaaS and UCaaS solutions. Proven ability to build and maintain strong relationships with customers, contributing to client satisfaction and repeat business. Skilled in training team members to ensure excellence in both service delivery and sales performance. Demonstrates a strong focus on customer engagement, team collaboration, and meeting organizational goals.

WORK EXPERIENCE

MultiNet International Inc. (Now "STS Innovation Inc." due to acquisition) SALES CONSULTANT (AUGUST 2019 - JUNE 2024)

Led SaaS, UCaaS, and multiple CRM projects in a tech-driven environment, managing high-revenue accounts on the East Coast and driving business expansion on the West Coast. Expertise in B2B sales, full sales cycle management, and C-level negotiations. Delivered impactful project outcomes through strategic account management and market analysis. Built strong relationships with key partners, driving incremental sales, upsell, and account expansion.

Azusa of Japan

SERVER (NOVEMBER 2015 - AUGUST 2019)

Experienced in serving and preparing drinks in an authentic Japanese restaurant, delivering professional and attentive service in a fast-paced, customer-focused environment. Strong relationships were built with customers, contributing to a welcoming dining experience. Additionally, took on a leadership role in training new servers, ensuring they were well-prepared to provide excellent service.

Eddie Bauer

SALES ASSOCIATE (NOVEMBER 2013 - JUNE 2015)

Gained experience in one-on-one sales interactions with each customer, significantly contributing to the store's overall sales performance. This position provided an opportunity to develop strong customer-facing skills and foster lasting relationships with clientele, ensuring a personalized and positive shopping experience for each customer.