

# Jamie Miller

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94a Chelsea Street, Christchurch, 8062

## PROFESSIONAL SUMMARY

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Honest and hardworking professional experienced in various fields including bilingual education, photography, hospitality, and system testing. Able to fill many roles, adapt well, and am a quick learner.

Great communication and interpersonal relationship skills, developed by many years in the hospitality sector and honed by my recent years in English language instruction in a foreign and intercultural environment.

## KEY SKILLS

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- Japanese Language • IT Suite (Google, Microsoft, Adobe) • Administrative Support
- Adaptability • Task Prioritization • Customer Relations • Interpersonal Skills

## WORK EXPERIENCE

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### **Recovery Coordinator**

ACC Victoria Street – Hamilton December 2022 – November 2023

ACC Cashel Street – Christchurch, November 2023 - Present

- Having worked in the call centre, Assisted Recovery, and Integrated Recovery, I have the skills and knowledge to manage any and all aspects of client recovery.
- Am a SME on two business processes, one of which has included developement of a new, more efficient way of working nationally alongside a business analyst.
- Promoted to Level 2 (Senior) Recovery Coordinator.
- Able to handle the increased delegation and ability to make decisions with minimal oversight.
- Able to meet targets while also partaking in roles outside of my core role such as managing

Whāia Te Tika and Huakina Te Rā portfolios and being a union delegate.

- Successfully maintain a case load of an average of 65 clients of high complex needs in one-to-one management.

### **Customer Experience Representative**

ACC Te Rapa – Hamilton, New Zealand November 2021 – December 2022

- Embodied the three pillars of Mārama, Manaaki, and Āhei on each of my calls.
- Tri-skilled in Business, Client, and Provider to be able to deal with almost any query that comes through the contact center.
- Business email trained and BUS/CLI webchat trained.
- Running of a recognition and rewards portfolio within my team to encourage engagement and support in ourselves and of our colleagues.
- Emphatically assist clients who may be under hardship and/or in pain and offer guidance to get the assistance needed.

### **Bilingual Kindergarten Teacher**

Kids Duo International - Toyonaka, Japan April 2020 - August 2021

- Promoted student development, safety, and overall well-being. Led by example to emphasize mutual respect, self-worth, self-discipline, cooperation, consideration, and responsibility.
- Implemented diverse instructional techniques to encourage and motivate students, including technology-based learning tools (Starboard Interactive Whiteboard) and tactile learning activities.
- Created and delivered lesson plans and activities for daily instruction. • Supervised students and monitored control of behavior in classroom, library, playground, and field trips.
- Assessed student needs to develop and implement curriculum.

### **English Instructor**

NOVA Ltd. Co. - Toyonaka, Japan March 2018 - March 2020

- Assisted students with planning educational and career pathways based on knowledgeable assessments of individual strengths and interests.
- Helped students learn course material with well-implemented instructional approaches.
- Assisted students with course materials by effectively using Q&A time, email communication, and office hours.

### **System Test Analyst**

The University of Waikato — Hamilton, New Zealand August 2017 - February 2018

- Developed testing processes to assess error or bug retests, usability, and database impacts.
- Documented bugs with in-house software and reported defects to developers.
- Met project scope and delivery targets with effective planning and scheduling of testing strategies.
- Maintained extensive library to test cases, updating for current needs.
- Maintained meticulous test procedure documentation to support replicability and compliance.

### **Promotions Host**

Skycity Hamilton - Hamilton, New Zealand May 2016 - August 2017

- Supported customer needs by inquiring about their service and quickly resolving any issues.
- Maintained professional, customer-facing appearance 100% of the time.
- Announced draws and competitions, monetary amounts, other prizes dates, and winners.

## EDUCATION

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### **Bachelor of Arts**

The University of Waikato Hamilton, New Zealand December 2017

Double major in Linguistics, International Culture and Languages, Specializing in Japanese

### **Study Abroad**

Kansai University of Foreign Languages (Kansai Gaikokugo Daigaku) [関西外国語大学]