

Renée Marant

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- EDUCATION:** Temple University, Japan Campus *Bachelor of Science, Economics* GPA: 3.43 *Aug 2021 - May 2025*
- **Dean's Scholarship:** Highly competitive scholarship awarded to students with a GPA over 3.5.
 - **Emerging Leader's Program:** Professor-nominated initiative for students excelling academically and contributing to campus culture. Participants gain access to exclusive professional development opportunities, enhancing leadership skills and preparing for successful careers.
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Creative Problem-Solver | Cross-Cultural Communicator | Client Experience Specialist

Innovative senior Economics major at Temple University Japan Campus, combining creative vision with a passion for delivering exceptional client experiences. Based in Philadelphia, I draw on over a decade of self-taught Japanese language proficiency and cross-cultural expertise to connect with diverse audiences and foster meaningful relationships. My experience spans designing engaging social media campaigns, crafting unique brand identities, and enhancing client-facing operations through streamlined processes. Known for my creativity, interpersonal skills, and adaptability, I excel in tailoring solutions to meet client needs, ensuring satisfaction, and cultivating loyalty. I am driven to apply my creativity and cultural insights to roles that prioritize innovation, collaboration, and exceptional service.

PROFESSIONAL EXPERIENCE

- Attico Rooftop** | Restaurant Host / Philadelphia, PA *Nov. 2024*
- Warm and personable restaurant host with experience in providing exceptional guest service in fast-paced dining environments.
 - Skilled in managing reservations, coordinating seating arrangements, and ensuring smooth front-of-house operations.
 - Proficient in answering phone calls to manage reservations, provide information about the menu, address guest inquiries, and handle special requests with professionalism

- MTM Productions LLC** | Content & Social Media Marketing Manager / Philadelphia, PA *Oct 2024*
- Develop and execute bold, brand-aligned visuals by designing graphics, videos, and event recaps that amplify Spooky Coochie Pussy Fest's unique identity and audience appeal.
 - Drive audience engagement through interactive content by implementing creative campaigns, collaborations, and real-time social interactions that foster community loyalty.
 - Analyze social media performance metrics to identify trends, optimize content strategies, and enhance overall digital reach, contributing to a 150+ follower increase in just one month.
 - Strategically manage brand storytelling by curating a cohesive narrative across all platforms, ensuring consistency in voice, tone, and messaging to strengthen festival recognition and sustained audience growth.

- Tokyo American Club** | Receptionist/Welcome Ambassador / Tokyo, Japan *July 2022 - Mar. 2024*
- Provided exceptional customer service and earned reputation for exceeding service standard goals.
 - Managed the main phone line and email correspondence for the Club, serving as a reliable point of contact and ensuring prompt and professional communication with members and guests.
 - Successfully implemented a streamlined taxi coordination system, which included the seamless integration of other taxi calling systems into our company. This integration has reduced member and guest wait times significantly, enhancing overall satisfaction with transportation services at the Club.

- PNC Bank** | Teller / Philadelphia, PA *Aug. 2021 - Mar. 2022*
- Maintained a track record of consistently earning 5-star ratings on 93% of customer feedback forms, significantly enhancing our branch.
 - Managed currency and coin requisites, ensuring compliance with regulations and financial standards while meticulously balancing drawer every end of operation.
 - Identified suspected instances of fraud by closely monitoring behavioral and transaction patterns, while also authorized to approve withdrawals up to \$2000.
 - Processed a high volume of transactions efficiently while maintaining accuracy and precision with autonomy.