

Kaiya Otsuka

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Self-motivated and highly reliable individual, positioned to contribute strongly to customer service operations demanding tact, enthusiasm, and an exemplary work ethic.

EDUCATION

UNIVERSITY OF TAMPA | AUGUST 2022 -PRESENT

- Graphic Design Major - 3.7 GPA
- Expected Degree in May 2026

PROSPECT RIDGE ACADEMY | AUGUST 2018 -MAY 2022

- 3.6 GPA

KEY STRENGTHS

CUSTOMER SERVICE

- Able to utilize strong math skills, excellent team collaboration, and interpersonal strengths to ensure the provision of high-quality customer service within fast-paced retail environments.

COMMUNICATION & PRESENTATION

- A charismatic communicator in speech and in writing. Build lasting relationships with both peers and customers.

WORK ENVIRONMENT

- An intelligent and loyal team member, readily listening to others, acknowledging peer accomplishments, and contributing to positive and productive work environments and team morale.

JOB EXPERIENCE

BLINK BEAT MARKETING | GRAPHIC DESIGN INTERN | JULY 2025 - PRESENT

- Designed digital and print assets for nonprofit clients, including social media graphics, email campaigns, and event collateral. Collaborated with the marketing team on brand development and storytelling while gaining hands-on experience with Adobe Creative Suite.

DELTA PHI EPSILON - UPSILON CHAPTER | EVENTS CHAIR | AUGUST 2024 - PRESENT

- Planned and executed large-scale sorority events, including formal gatherings with 200+ attendees. Managed a complex budget, negotiated with vendors, and coordinated entertainment to ensure seamless experiences.

HUMANE SOCIETY | VOLUNTEER | AUGUST 2024 - PRESENT

- Assisted with daily care for shelter animals, including feeding, cleaning, exercise, and socialization to promote well-being and adoption readiness. Supported staff during adoption events by engaging with potential adopters, answering questions, and ensuring a clean, safe, and welcoming environment.

GRADE POTENTIAL TUTORING – TAMPA AREA | TUTOR AGES 6-15 | NOVEMBER 2023 – PRESENT

- Provide individualized tutoring in multiple academic subjects, creating customized lesson plans and schedules to meet student needs. Manage responsibilities as an independent contractor, including client communication, progress tracking, and time management.

PACKARD & DIERKING LLC | INTERN | JUNE 2021 – JANUARY 2025

- Performed clerical tasks including organizing records, managing paperless filing systems, and scanning documents to ensure accurate, accessible, and up-to-date information management.

MOUNTAIN OCCUPATIONAL MEDICINE| INTERN | FEBRUARY 2021 – AUGUST 2024

- Performed clerical and administrative tasks, including filing, scheduling, processing incoming and outgoing mail, managing reception duties, and completing various office errands to support daily operations.

CHILDREN'S HOSPITAL | VOLUNTEER | JUNE 2019 - PRESENT

- Volunteered at Therapy Care in Broomfield, assisting in developmental group activities for children under five to support learning and social skills. Performed clerical tasks as needed, including organizing materials and maintaining records.