



Jacob Agoo

ENGLISH COACH

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SKILLS

Interpersonal Communication

Adaptability

Management

Sales

Customer Service

LANGUAGES

English

Tagalog

Japanese

PROFILE

Passionate and effective ESL Teacher with experience helping students to improve their English language vocabulary, reading comprehension and writing. Adept in all aspects of activities in the four areas of language learning: Speaking, Writing, Reading, and Listening. Bringing forth several years of experience, combined with a passion for serving as an effective educator and helping students to achieve proficiency in the English Language.

EMPLOYMENT HISTORY

English Basketball Coach at Fortuna Sports Co Ltd, Tokyo

November 2023 — Present

- Developed innovative lesson plans and activities to engage students and ensure learning objectives are met
- Monitored student progress and provided individualized support to ensure academic success
- Utilized technology to enhance instruction, increase student engagement, and provide real-world learning experiences

Tour Guide at Street Kart Tokyo, Tokyo

November 2023 — Present

- Developed an in-depth knowledge of the local area, including geography, landmarks, culture and customs
- Developed custom itineraries for groups of all sizes, balancing the interests of the group with the available activities
- Served as a cultural ambassador, providing insight and knowledge of local customs and traditions

Client Advisor at Burberry, Sydney

November 2022 — August 2023

- Developed and maintained relationships with clients, resulting in an increase in repeat business by 8%
- Managed client accounts to understand customer needs and preferences, resulting in a 3% increase in conversion rate and top sales for consecutive months.
- Identified client needs and suggested appropriate services to enhance client experience.

Senior Sales Associate at HYPE DC, Sydney

September 2020 — November 2022

- Consistently achieving and exceeding conversion targets and KPI's

- Identified and maximised sales opportunities, and increased customer retention rates.
- Led sales department with a can-do attitude and high quarterly sales.
- Worked to ensure a neat and attractive environment.
- Adhered to all store policies, rules, and regulations.

Team Leader at Despatch Dock, Australia Post, Sydney

June 2020 — December 2020

- SWLF Despatch Dock in charge of all Domestic Express Mail despatches and terminating aircans.
- Sending reports to airport and national (via email) for domestic Express Post
- Data entry (Excel Spreadsheet)
- Communcation to airport for despatches and terminating air-cans
- Unloading and sorting of Express Mail
- BT and pallet jack training
- Day & Night shift, flexibility with hours

Team Leader at Chatime, Sydney

November 2018 — August 2022

- Trained new employees on store policies and procedures.
- Worked to ensure a positive and hassle-free customer experience.
- Remained knowledgeable about food industry trends and cultures.
- Monitored inventory and made notes for needed supplies when necessary.
- Memorized orders and aimed to provide fast and quality service to all visitors.
- Settled any customer disputes in a professional and pleasant manner.

Stock Clerk/Floor runner at Kmart, Campbelltown

August 2017 — August 2018

- Organized and maintained stock orders prior to shelving.
- Ordered fabrics and organized them neatly in our stock room.
- Received and transported materials from inspection areas to stock.
- Maintained clean, trash-free workspaces to maximize productivity and safety.

EDUCATION

Higher School Certificate at Saint Gregory's College, Sydney

January 2013 — December 2019

HOBBIES

Travel, Photography, Hiking, Excercise, Food, Music, Fashion

REFERENCES

Jess Dower


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Malen Seng

Chatime

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Beverley Bartholomew

Burberry

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COURSES

RSA (NSW) at EOT

National Police Check

Working With Children's Check