

ANNE K. TOKUNAGA

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**Objective:** Position on State Board of Barbering & Cosmetology

### HIGHLIGHTS OF QUALIFICATIONS

- Versatile manager, experienced in business and professional areas
- Analytical problem-solver; B.A. degree in management and communication.
- Outgoing, perceptive manager who inspires teamwork and earns trust.
- Experienced marketer of services and products; strong training background.
- Articulate communicator who excels in liaison and negotiation tasks.
- Combine managerial expertise and interpersonal skills; calm under stress.

### RELEVANT EXPERIENCE

#### Management

- Sales and marketing support manager for a busy vacation ownership sales center.
- Office manager of an established medical practice in Honolulu over ten years.
- Managed daily operations of a five-person plastic surgery clinic in Honolulu.
- Interviewed, hired, managed, motivated and evaluated an administrative staff of five.
- Responded to and resolved a wide variety of vacation owners' issues and concerns.
- Coordinated patient appointment/surgery scheduling; planned/revised work schedules.
- Managed daily operations of busy local restaurant.

#### Marketing and Training

- Promoted and marketed skin care products at a plastic surgery clinic for many years.

- Oriented and trained newly hired employees in the performance of their duties.
- Assisted the marketing manager of a large vacation ownership sales center on Oahu.
- Provided encouragement and support to an outside marketing staff of twenty.
- Developed and implemented new menu items and product lines for a local restaurant.
- Coached new hires entering into the field of esthetics and nail care.

**Communication and Public Relations**

- Planned and led staff meetings to improve operations and increase efficiency.
- Represented an established local restaurant at business and professional events.
- Counseled patients to ensure they understood arrangements and procedures.
- Interpreted for Japanese-speaking clients; performed basic written translations.
- Established lasting relationships of trust/confidence with diverse patients of all ages.

**EMPLOYMENT HISTORY**

9/2004	- present	Esthetician/ Nail Technician	BEAUTY EXPRESS, LLC.	Honolulu, HI
11/2002	- 4/2004	Assistant Manager	HUNGRY LION, INC.	Honolulu, HI
8/2001	- 10/2002	Esthetician	WATABE WEDDING	Honolulu, HI
1/1997	- 8/2000	Public Relations/ Marketing Assistant	HUNGRY LION, INC.	Honolulu, HI

10/1998 - 4/1999      Sales & Marketing      POIPU RESORT      Honolulu, HI  
Support Manager

4/1986 - 9/1998      Office Manager      MARCO RIZZO, M.D., INC.      Honolulu, HI

### **EDUCATION & TRAINING**

AAS in Cosmetology, Spring 2014

HONOLULU COMMUNITY COLLEGE, Honolulu, HI.

B.A. in Liberal Studies, Spring 1998

(Management, Written/Oral Communications and Behavioral Sciences)

UNIVERSITY OF HAWAII AT MANOA, Honolulu, HI.

Graduated from Roosevelt High School, Spring 1980

### **LANGUAGE SKILLS**

Fluent Japanese speaker.

Read and write hiragana and katakana.

Interpreted between English-speaking physician and Japanese-speaking patients.

### **REFERENCES**