

# Amy Okura

## **PROFESSIONAL EXPERIENCE**

### **Massage Therapist**-Klein Natural Health and Wellness (*May 2019-Present*) Hilo, Hawaii

- Quickly establish trust with new clients and encourage relaxation
- Communicate with clients about physical discomforts, pain thresholds, and boundaries around psychological discomforts

### **Legal Assistant & Office Manager**-Okura & Associates (*May 2011-Present*) Hilo, Hawaii

- Draft, proofread, review, and notarize estate planning documents
- Meet with potential new clients, listen to their concerns, gather information about their situations, inform them of their legal rights, and suggest possible strategies to address their needs
- Regularly communicate with clients by phone, email, and in person
- Work with Department of Human Services to assist clients with Medicaid Long-Term Care applications, renewals, and recovery
- Track progress of all open cases and follow up with staff and/or clients
- Recommend employee raises, disciplinary action, and staff changes
- Encourage staff to reflect on and improve their own work performance
- Review and track every check written from company General Account or Client Trust Account
- Review monthly income and expense reports

### **Buyer & Department Manager**-Island Naturals Market & Deli (*May 2007-May 2011*) Hilo, Hawaii

- Hire, train, and oversee department staff performance and schedules
- Create opportunities for each staff member to contribute their strengths to the department
- Build relationships with vendors and customers
- Listen to customer needs and suggest nutritional supplements to assist with their specific concerns
- Research products and negotiate purchasing deals with vendors
- Heavy data input and system management for integration of new Point of Sale system
- Analyze purchasing and sales reports to maintain appropriate inventory
- Heavy lifting of shipment boxes and quick product placement while ensuring accurate cost, pricing, and inventory several times a week

## **CREDENTIALS, SKILLS, & CHARACTERISTICS**

- Massage License: Hawaii, 2001-current
- Notary Public Commission: Hawaii, 2011-2020
- ToastMasters International Member and active participant: Hawaii, 2012-2016
- Excellent verbal and written communication skills
- Ability to innovate and implement creative problem-solving

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## EDUCATION

- **Psychology Major Undergraduate Student**, *University of Hawaii at Hilo, currently enrolled*
  - Cumulative GPA 3.79
- **Massage Professional Licensing Program**, *Ashmead College*
  - Graduated with honors, February 2001
  - 750 hour program
- **Aromatherapy/Spa Specialist Program**, *Ashmead College*
  - Graduated with honors, February 2001
  - 250 hour program

## VOLUNTEER EXPERIENCE

- **Connections Public Charter School**, *Hilo, Hawaii, 2011-2014*
  - Weekly volunteering
  - Read aloud to classroom
  - Tutor mathematics
- **Domestic Violence Shelter**, *Hilo, Hawaii, Summer 1999*
- **Easter Seals**, *Hilo, Hawaii, 1997-1998*