

MIRAI "EVA" HARAGUCHI

About

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A highly motivated, adaptive, and culturally competent professional with a diverse background spanning employment services, compliance management, and high-end hospitality. Proven capability in managing complex caseloads, navigating strict regulatory frameworks (PBAS), and building strong stakeholder rapport. Specialized experience in delivering tailored, culturally respectful support within Indigenous employment frameworks, combined with advanced communication and technical problem-solving skills.

WORK EXPERIENCE

EMPLOYMENT CONSULTANT

02/2026 - 07/2026

Wes.jobs

Upper Mount Gravatt

- **Administration & Booking Systems:** Manage a high-volume caseload, efficiently handling phone and email inquiries, maintaining precise records, and updating internal database systems.
- **Compliance & System Navigation:** Oversee job seeker compliance and performance tracking utilizing the Points-Based Activation System (PBAS), accurately managing demerit points and adherence to government guidelines.
- **Culturally Centred Case Management:** Manage a dedicated caseload of Aboriginal job seekers, utilising a deep understanding of Indigenous history, cultural dynamics, and community structures to build high-trust rapport and sustainable employment pathways.
- **Financial & Resource Allocation:** Strategically manage and allocate participant funding/expenses (fuel, food, electronics) to eliminate barriers to employment and maximize job-readiness outcomes.
- **Stakeholder Engagement & Negotiation:** Partner with corporate employers to pitch candidates, negotiate wage subsidies, and secure mutually beneficial hiring agreements.

FOOD AND BEVERAGE ATTENDANT

09/2024 - 12/2025

Hôntô & The Star Casino

Fortitude Valley / Brisbane City

- **Hygiene & Facility Upkeep:** Strictly enforced comprehensive cleaning schedules, chemical safety, and sanitization protocols to maintain an immaculate, safe environment.
- **Dietary & Routine Precision:** Executed precise portion control, specialized dietary preparation, and strict timing schedules to ensure safety and quality.
- **Behavior Monitoring & Safety:** Experienced in actively monitoring busy, high-volume environments, recognizing visual cues quickly, and managing group dynamics to ensure safety.

SUSHI CHEF / KITCHEN HAND

03/2023 - 07/2024

Sushi Jiro & Sushi D'lite

Chermside

- **Team Leadership:** Trained and mentored junior kitchen staff in culinary techniques, significantly scaling up overall kitchen efficiency and output quality.
- **Inventory & Compliance:** Conducted daily stock analysis, managed supplier orders, and strictly enforced food safety legislation and shelf-life tracking.

RETAIL ASSISTANT

08/2022 - 03/2023

7 Eleven

Brisbane City

- **Financial Accountability:** Executed high-volume point-of-sale (POS) cash and electronic transactions with zero discrepancies while driving loyalty program sign-ups.

- **Risk & Compliance Management:** Strictly enforced age-restricted sales legislation and monitored store environments for security or safety risks.

SKILLS

Routine & Operational Discipline: Proven track record of following strict workplace health, safety, and operational procedures under minimal supervision.

Digital Communication & Media: Highly capable of using digital tools and capturing high-quality photos/videos, easily translating to creating engaging media content.

Physical Stamina & Adaptability: Accustomed to long shifts on my feet, working efficiently under changing conditions, and managing physical tasks easily.

EDUCATION

Bachelor of Science in Games and Interactive Environments

Queensland University of Technology - Brisbane, QLD (Expected in Jan 2027)

CERTIFICATES

- Responsible Service of Alcohol (RSA), Responsible Service of Gambling (RSG) | Galaxy Training Australia (11/03/2022)
- P1 License | Department of Transport and Main Roads (15/06/2026)

REFERENCES

Available upon request