

Shou Hayashiya

Madison Heights, MI
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Driven and goal oriented college student with experience in information technology, studying illustration with a focus on storytelling and character design.

EXPERIENCE

College for Creative Studies, Detroit

Operations Assistant - Sept 2023 - Present

Illustration Office Assistant - Jan 2025 - Present

- Enters data, updates, and organizes alumni profiles in Blackbaud for use in outreach and advertising.
- Assisted in the set-up and takedown of on-campus events and artwork exhibitions.
- Assisted in basic administrative tasks around the offices.

Assistant Supply Manager - Jun 2025 - Aug 2025

- Assisted the supply manager with the preparation, retrieval, and distribution of art supplies for CCS's 8 week summer camp programs.

Biggby Coffee, Troy

Barista/Shift Lead - Aug 2023 - Nov 2024

- Created and served drinks while maintaining customer service standards and adhering to state food safety guidelines.

DirectRX, Troy

Patient Education and Adherence Call Specialist - Mar 2023 - Aug 2023

- Worked to provide pharmacy refill services over the phone to patients across the states.
- Utilized Spitfire auto-dialer software to call patients and mark their accounts for medication refills.
- Worked as part of a team in order to meet quotas for calls and refills.
- HIPAA trained to better handle confidential patient documentation.

Holiday Market, Royal Oak

Cake Prep - May 2022 - Jan 2023

Front Counter Associate - Oct 2021 - May 2022

- Provided consistent customer service to customers over the counter and on the phone. Packed, labeled, and stocked inventory.

SKILLS AND SOFTWARE

Google Suite

Microsoft Office

Illustration

Adobe Photoshop

Clip Studio Paint

Procreate

Graphic Arts

Coding - Python, Java

Data Entry

TV/Media Production

Customer Service

CERTIFICATIONS

Food Handling, awarded by StateFoodSafety Feb 2023

Introduction to Programming using Java, awarded by Certiport Feb 2020

Fundamentals of Digital Marketing, awarded by Google Garage Feb 2020

IC3 Digital Literacy, awarded by Certiport Jan 2020

Wayne State University, Detroit

C&IT Intern - Oct 2020 - Aug 2021

- Worked in multiple areas of IT including Web Development and both Level 1 and Level 2 Helpdesk support.
- Took large volumes of calls and assisted clients to resolve technical problems quickly and efficiently.
- Worked with supervisors to code and troubleshoot in-development Wayne State websites.

EDUCATION

College for Creative Studies, Detroit

Sept 2021 - Present (anticipated graduation: 2026)

Pursuing Bachelors of Fine Arts in Illustration with focus on sequential storytelling.

Wayne State University, Detroit

Sept 2020 - Aug 2021 *transferred schools when changing Major.

Studied Computer Science.

Oakland Schools Technical Campus Southeast, Royal Oak

Sept 2019 - Aug 2020 *one year program

Studied in the Computer Programming program.

Lamphere High School, Madison Heights — *High School Diploma*

Sept 2016 - May 2020

Graduated Magna Cum Laude.

LANGUAGES

English (Native)

Japanese (Intermediate,
Heritage)