CHIHIRO HASEGAWA

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I help companies develop web applications that streamline internal processes and accelerate the business. With my hands-on experience in software development, I adapt smoothly to new challenges in a fast-paced environment.

SKILLS SUMMARY

Programming Languages: JavaScript, Typescript, Java, Python, C#
Web Technologies: React, Node, Express, Vue, HTML5, CSS3, Spring Boot
Database: Oracle RDBMS, MySQL, MongoDB
Version Control: Git, GitHub, Subversion
IT Operations: Waterfall and Agile practices

WORK EXPERIENCE

Full Stack Software Developer, Avondx Inc., Toronto, ON   Aug 2023 – Current
- Developed new interactive pages for a data visualization web app using React, Typescript, Node.js, and MySQL, integrating AI to analyze real-time recordings of customer service representatives, which increased user experience by 40%
- Achieved 90% of positive customer feedback by designing and developing a landing page with optimized Rest APIs and an intuitive dashboard interface
- Streamlined 50% of internal workloads by developing a feature auto-generating daily performance reports in Node.js based on customer engagements and adherence
- Optimized 30% of Python application codebase for SMS notifications running on AWS Lambda, ensuring efficiency, maintainability, and adherence to coding best practices
- Enhanced team collaboration by 15% through effective code review practices with senior developers in an Agile Scrum team
- Resolved 40% of AI-based Voice Analytics issues by investigating data on MySQL and used results to create customer facing reports

Technical Consultant/Server, Nakamori Japanese Restaurant, Toronto, ON   Mar 2022 – Aug 2023
- Achieved continuous deliveries of project milestones on time and facilitated effective communication while developing a WordPress website for the restaurant and its new location
- Streamlined the process of calculating weekly tips by 70% by developing an automation tool on Google Spreadsheet

Software Engineer, SPIC, Tokyo, Japan   Oct 2019 – Feb 2021
- Enhanced client's emailing efficiency by 30% through a feature facilitating document attachment to web invoices using Java, Vue, and Oracle DB, with an understanding of Object-Oriented Design
- Implemented a paperless invoicing system, which enabled invoice issuance without the necessity for data entry
- Expedited resolution of technical errors within a 24-hour timeframe by monitoring DB/web servers, in-depth research on complex stored procedures run by Task Scheduler, and coding
- Reduced 20 emails per week by developing a Java application, allowing the client to register new users
- Reduced 10%+ frequency of users accessing a file server by displaying products on a products management web app

QA Engineer, Taiju Life Insurance, Tokyo, Japan   Apr 2013 – May 2019
- Executed comprehensive acceptance tests, resulting in zero reported issues from end users
- Decreased 4 hours of work a week by identifying areas for modification of the legacy HR system in collaboration with the development team, attending requirements gatherings, and testing
- Provided technical support for troubleshooting with 70+ branch leaders through phone and emails

EDUCATION

Software Engineering Technician Diploma, Centennial College, Toronto, ON   Jan 2022 – Apr 2023
   GPA: 4.25/4.5

   Relevant courses: Intro to Computer Science, Software Design Principles, Software Testing and QA
- Earned the best Front-end out of 12 groups by creating a full-stack MERN (React, Node, Express, MongoDB) application with 4 team members

Bachelor of British and American Literature, Aoyama Gakuin University, Tokyo, Japan   Apr 2009 – Mar 2013