# 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

**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 based on customer engagements and adherence
- Optimized 30% of Python application codebase for SMS notifications leveraging Twilio and running on AWS Lambda, ensuring efficiency and maintainability
- 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 Developer,** 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 10% of workload and 20 emails/week by developing software, 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