

# Fumika Mikami

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Norwich, UK | [fumikamikami523@gmail.com](mailto:fumikamikami523@gmail.com) | <https://portfolio-fumika.netlify.app/>

Professional full-stack web developer with hands-on freelance experience building responsive, user-centred web applications and admin tools. Strong JavaScript background (React, Node.js) and practical experience designing secure auth flows, role-based access, and data dashboards that help clients make product and marketing decisions. Bilingual (English/Japanese) communicator used to client-facing roles and delivering projects end-to-end.

## Skills

- **Languages:** JavaScript, HTML5, CSS3,
- **Web Development:** Frontend: React.js, Redux, Node.js, Express.js,
- **Frameworks / UI libraries:** Bootstrap, Material UI, Tailwind CSS
- Database Management: MongoDB (Mongoose)
- Technologies & Tools: RESTful APIs, JSON, JWT Authentication, Google
- Developer Tools: Postman, Git/Github, Render, Netlify, Docker

## Project

### STUDENT MANAGEMENT PORTAL (IN DEVELOPMENT)

- Full-stack student management system for academic and administrative workflows (registration, course assignment, performance tracking, attendance). Built with React, Node.js, Express and MongoDB.
- Implemented Google Authentication (OAuth 2.0) for single sign-on and simplified onboarding for students and staff. Role-based access control (Admin, Teacher, Student) ensures secure access to dashboards and sensitive data.
- Designed and built an analytics/dashboard module (charts & export) for marketing and management use:
- Enrollment and retention trend graphs, course popularity, attendance heatmaps and revenue reporting.
- Marketing attribution visuals (UTM/campaign funnels) and downloadable CSVs to support campaign analysis and management decision-making.
- Charts implemented with modern charting libraries (Recharts / Chart.js) and server-side aggregation endpoints for fast summary metrics.
- Admin features: bulk student import, course scheduling, notifications, CSV export, and audit logging for compliance.

### MOVIESTATION — [HTTPS://MOVIESTATION23.NETLIFY.APP/](https://moviestation23.netlify.app/)

- MERN stack movie marketplace with role-based access and secure JWT authentication.
- End-to-end flows: full CRUD for movies, fast search & browse, wishlist ↔ cart management, checkout and order management with downloadable invoices.
- Frontend: React + Redux; UI built with Material UI + Bootstrap for rapid, responsive layout.
- Backend: Node.js + Express, MongoDB (Mongoose); API testing with Postman; deployed on Render/Netlify and versioned with Git/GitHub.
- Implemented reliable totals and sorting for orders, and improved UX with optimistic updates and client-side state management.

## **Experience**

### **FREELANCE DEVELOPER | 01/2024 - CURRENT**

- Built secure authentication flows (JWT + OAuth), role-based admin panels, and payment integration prototypes.
- Focused on maintainability and performance: modular code structure, documented APIs, lazy loading and code splitting to reduce bundle size.
- Client-facing responsibilities: scoping, estimates, demos, handover documentation and post-launch support.
- Actively upskilling in spare time: daily coding practice, focused side-projects and online courses to deepen knowledge in modern patterns (advanced React, modern React patterns, testing, CI/CD and deployment).
- Visible learning record: public GitHub repos and portfolio entries documenting technical experiments, project learnings and small production deployments.

### **MANAGED SERVICE SPECIALIS | LRN CORP | JULY 2023 – AUGUST 2025**

- Provided Tier 1 bilingual (English/Japanese) support for a SaaS-based e-learning product, ensuring effective issue resolution via phone and online channels.
- Led client data migration projects as Migration Manager, including HRIS integrations and platform setup, while creating documentation and presentations to support client adoption.
- Enhanced skills in communication, project management, and collaboration, with proven ability to work independently and deliver client-focused solutions.

### **TECHNICAL SUPPORT SPECIALIST | COGNIZANT (CLIENT: DOCUSIGN) | DEC 2022 – JUL 2023**

- Delivered proactive and reactive support for DocuSign customers and internal teams, resolving technical issues, addressing subscription inquiries, and completing advanced troubleshooting tasks.
- Managed escalated cases from internal teams, ensuring timely resolution of customer-reported product issues.
- Identified bugs and product improvement opportunities, reporting high-impact findings to enhance customer experience.
- Facilitated clear communication between DocuSign and customers, including translation and support in both English and Japanese.

### **HELPDESK | HITACHI ICT BUSINESS SERVICES LTD | OCT 2020 – JUL 2022**

- Delivered 1st/2nd-line IT support (phone, email, remote, onsite) using ServiceNow, ensuring SLA compliance while managing device lifecycle (PC/iPhone provisioning, deployments, troubleshooting).
- Produced SOPs, manuals, and rollout communications for software/Windows updates, reducing escalations, and enhanced expertise with tools (BigFix, GlobalProtect, Office 365) to boost service efficiency.

## **Education**

**University of Portsmouth (UK) - Business and Management**

2015 - 2018