Hiroaki Arai

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QUALIFICATION

- Excellent communication in English and Japanese both oral and written
- Microsoft Office (Word, excel and PowerPoint)
- Excellent skills for Windows7, 8, 10, Linux (CentOS7, ubuntu and Kali) and Mac OS
- Prepared for Linux Server(openSUSE) and Windows Server 2016(setting up active directly, VPN, DNS, DHCP)
- Prepared for VMware
- Experience installing hardware and software systems
- Successful in maintaining and repairing equipment
- Programming experiences from freelance job (HTML5, CSS, Javascript, PHP and Wordpress)
- Certified IT Essentials by Cisco Networking Academy
- Ability to provide support for a wide range of technical issues and perform troubleshooting of issues related to hardware, operating systems and applications Having knowledge of CCNA (EIGRP, OSPF, RIP, BGP, PPP, VLANs, trunking, spanning tree)
- Extensive customer service experience, strong team-player, quick learner, hardworking and goal oriented with strong ability to work peacefully and efficiently under pressure

EDUCATION

Computer System Technician Program   January 2017 – April 2018
George Brown College, Toronto, ON
Relevant Courses

- UNIX Essentials, UNIX System Administration and web server administration
- Windows Servers Active Directly configurations and Windows Server Network Infrastructure
- Introduction to Networks – CCNA1, Routing and switching essentials – CCNA2, Scaling Networks – CCNA3 and Connecting Networks - CCNA4

Bachelor's in economics
Rikkyo University, Tokyo, Japan   April 2008 - March, 2012

PEOJECT

Wordpress web application for IT company
http://www.fb1122.com/

- helping customer understand their service
- creating accessible communication channels between customer to company
- technical support for hosting

Designing Windows Server for web administrator

- configuring active directly
- configuring TCP/IP and DNS
- implementing DHCP
- Auditing file system permissions and policy changing
- Deploying VPN server

Designing Linux Server for system administrator

- Configuring network interfaces
- Managing users and groups
- Auditing ownership and permissions
- Configuring samba on centos7

Experience

Data Analyst
Cognizant Technology Solutions Canada, Inc.   **April 2018 - Present**

- Analyze and interpret complex data sets and apply client's policies
- Identify customers problems and solve their issues (troubleshooting)
- Document the reported issues and our findings
- Report trends and suggest improvement plans to managers
- Join a pilot team of new internal tools and report the results
- Act as a team leader and solve internal issues
- Train and support new hires

Chef

Zakkushi, Japanese restaurant, Toronto, Canada **August 2013- September 2014**
- Negotiated and concluded the treaties with suppliers
- Managed and organised the stock of the restaurant
- Assisted Restaurant Manager with providing a strong leadership and control in restaurant, while ensuring that all customers receive outstanding service and best quality meal

Professor Assistant

Rikkyo University, Tokyo, Japan **August 2011 – March 2012**
- Developed and implemented innovative instructional methods.
- Prepared high quality support materials using online resources, electronic library information systems for use in the Professor's book;
- Translated online and printed resources from English into Japanese