

Koki Adachi

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EDUCATION

Sigma School

Full-Stack Development Course

Malaysia (Remote)

May - July 2025

- Completed an intensive 12 weeks full time course on full stack web development and AI.

Kansai Gaidai University

Global Communication and Language

Osaka, Japan

April 2016 - March 2020

- Received a scholarship to study 1 semester in Saskatchewan, Canada, and another semester in Beijing, China.

TECH PROJECTS

Barber Queue App

<https://barber-queue-app.vercel.app/>

- React, Bootstrap, CSS, Firebase, Vercel
- Built a modern barber queue management app with real-time booking, live customer status updates, and an admin dashboard to streamline walk-in and appointment flow.

Running Todo App

<https://running-scheduling-app.vercel.app/>

- React, Bootstrap, CSS, Vercel
- Developed a React-based running schedule application with dynamic CRUD functionalities, including real-time form updates, filtering, and persistent local storage integration.

Food Expiry Date Reminder

<https://food-expiry-date-reminder.vercel.app/>

- React, Bootstrap, CSS, Firebase, Vercel, External API
- Built a web application that helps users track food expiration dates, receive timely notifications, and discover recipes based on available ingredients. Designed an intuitive dashboard and integrated real-time alerts to reduce food waste and enhance meal planning.

WORK EXPERIENCE

Axicorp

Senior Inside Sales Associate

Kuala Lumpur, Malaysia

May 2024 - February 2025

- Responsible for conversion performance, retention, and churn performance of Japan-APAC English speaking market
- Responsible for end-to-end client's conversion experience to increase NTC conversion rate.
- Responsible for proactively touching all leads as early as possible and for improving engagement rate and all customer segmentations in a strategic way to maximize the entire customer portfolio - Productivity management.

Exness

Quality Assurance Specialist

Kuala Lumpur, Malaysia

October 2022 - May 2024

- Conducted quality assurance audits to ensure a high standard of customer service.
- Analyzed audit results, provide coaching, and recommend process and product improvements.
- Enhanced customer support agents' skills, performance, productivity, and overall quality of work.
- Monitored inbound and outbound client communication channels using the QA monitoring form.
- Verified customer service results, measuring skills in product knowledge, service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous closure of interactions.
- Provided regular feedback and coaching to support team members.

Concentrix Inc

Subject Matter Expert

Kuala Lumpur, Malaysia

May 2021 - September 2022

- Assisted in support for Customer Support agents.

- Was responsible for leading the team as a part of the management team.
- Submit escalations and follow up on the escalated tickets according to the client's policy.
- Had contacts/connections with the people from other BPOs as well as directly from the upper-level management mostly by emails and chats
- Have sessions with Support agents to solve their questions related to the knowledge base, CSAT, AHT, and policy.
- Have a meeting with a client to test out a new knowledge base and process of escalation.

Concentrix Inc

Customer Adviser

Kuala Lumpur, Malaysia

March 2020 - May 2021

- Provided customer service by handling phone calls, emails, and chats.
- Ensured customer satisfaction, and maintained KPI.
- Enhanced problem-solving skills, and provide the appropriate solutions within the shortest.
- Assisted in support for new employees joining in (from June 2020)
- Assisted in support for Customer Support agents as an acting SME (from January 2021)

SKILLS & INTERESTS

Skills: React, Redux, Bootstrap, JavaScript, CSS, HTML, PostgreSQL, Express, Data Analysis (Microsoft Excel), Project Planning, Microsoft Office, Tableau

Languages:

- Japanese - Native
- English - Intermediate
- Mandarin - Conversational

Interests: Used to play the classical guitar for more than 15 years and performed in multiple halls and competitions.