# Chiara Campalani

## Requirements Engineer

Tokyo, Japan

Phone: 070 3991 0840
E-mail: campalanichiara@gmail.com
Github: https://github.com/OoKiaoO
LinkedIn: linkedin.com/in/ccampalani

## LANGUAGES

- **Italian** (Native)
- **English** (Fluent)
- **Japanese** (Intermediate)

## SKILLS & CERTIFICATIONS

- Certified Associate Project Manager (CAPM) - In Progress
- Ruby on Rails
- Relational databases, SQL, Postgres
- HTML, CSS
- ES6 Javascript, React
- Git, Github
- Figma
- Jira, Asana, Agile

## EDUCATION

**Le Wagon Full-Stack Ruby on Rails Bootcamp**
Sep 2020 - Mar 2021 | Tokyo

**Akamonkai Japanese Language School**
Japanese Language Course
Jan 2017 - Dec 2017 | Tokyo

**Bachelor's Degree in Japanese Language, History, Religion and Culture**
Ca' Foscari University
**Sep** 2005 - Nov 2011 | Venezia, Italy

# EXPERIENCE

### REQUIREMENTS ENGINEER

**WeStyle for Rakuten Mobile, Tokyo | Jul 2023 - April 2024**

- Led requirements gathering and analysis for telecommunication network management software, ensuring clear communication with offshore development teams and aligning project deliverables with business objectives.
- Implemented change management practices to navigate project requirement changes effectively, maintaining project timelines and quality.
- Enhanced stakeholder engagement through consistent communication and feedback.

### FULFILLMENT OPERATIONS MANAGER

**Sugoi Mart - Japan Crate, Tokyo | Sep 2021 - Jun 2023**

- Began as a Fulfillment Assistant and progressed to Supervisor and then Manager within two years.
- Developed and introduced a Chrome extension while serving as a Fulfillment Supervisor, which significantly improved shipment accuracy by 70% and contributed to a 5% decrease in potential revenue loss.
- Collaborated with the marketing team as Fulfillment Manager to identify and promote high-demand products, resulting in a 13% increase in sales revenue through well-received ad campaigns.
- Coordinated the logistical aspects of relocating the fulfillment center, ensuring a smooth transition of inventory and operations.

### QUALITY ASSURANCE TESTER

**Keywords Studios, Tokyo | Sep 2020 - Sep 2021**

- Performed UI quality assurance testing for video games, leveraging Redmine and Jira for effective bug reporting and regression analysis, ensuring product quality.
- Improved linguistic accuracy and cultural sensitivity in Italian game translations, ensuring high-quality localization for global markets.
- Developed and documented testing SOPs, streamlining onboarding and knowledge transfer for project teams, enhancing testing continuity and efficiency.

### TRAVEL CONSULTANT - ASSISTANT TEAM LEADER

**EXO Travel Japan, Tokyo | Jun 2018 - Mar 2020**

- Oversaw key accounts in the English market, creating customized travel packages and coordinating with internal teams to ensure exceptional client service.
- Led initiatives to improve operational efficiency, achieving a 40% increase in conversion rates and a 10% revenue growth in 9 months.
- Established SOPs with major clients to enhance communication and standards, mentored and trained up to 10 members on newly established practices, significantly boosting client relations and conversions.

### FLIGHT ATTENDANT

**Emirates Airline, Dubai | Apr 2012 - Nov 2016**

# PERSONAL PROJECTS

### SUGOI LABS

A simple inventory management system to efficiently keep track of items with expiration dates. Developed with Ruby on Rails, Javascript and Postgresql.