Yuki Matsubara

📍 Vancouver, BC or Remote 　　 in linkedin.com/in/yukimatsubara/ 　　 ⬛ github.com/YukiRamu

CONTACTS

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Vancouver, BC V5W 1E4

WORK HISTORY

Global IT Support
Keyence Corporation
Osaka, Japan

Travel Clerk
・Maple Fun Tours
・Laurus Travel Inc.
・Canadian Made Tours Inc.
Vancouver, Canada

System Engineer
The Japan Research Institute, Limited.
Tokyo, Japan

System Engineer/ C# Developer
JEI Europe Ltd.
London, UK

EDUCATION

Diploma / Web and Mobile App Development
Cornerstone International Community College of Canada, Vancouver, Canada
January 2021- Present

B.A in International Relations
Ritsumeikan University, Kyoto, Japan
April 2010 – March 2014

Major in Political Science
Sordertorn University, Stockholm, Sweden
September 2011 – August 2012

SKILLS

- Languages 　　 English (fluent) / Japanese (native)
- Skills 　　 Communication skills / Project management in a team
- Tools・Apps 　　 Slack / GitHub / Microsoft Apps / Office 365 / SaaS
- Technologies 　　 HTML / CSS / SCSS / JavaScript – Entry level

WORK EXPERIENCE

GLOBAL ENGLISH-SPEAKING IT SUPPORT

Keyence Corporation. | *Osaka Japan* 　　　　 **Mar 2020 – Dec 2020**

- Answered service questions and provided solution to client issues.
- Helped to resolve client problems in their cloud security service by identifying the root cause and creating manuals for troubleshooting which led to a 70% reduction in the number of tickets for this cloud security service.
- Managed the security and network projects and introduced the framework of creating better test scenario to the team, which led to the reduction of the number of test cases from over 1000 to 250 cases and saved over 18 man-hours of labor.
- Created new intra websites with SharePoint online and responding to website issues.

SYSTEM ENGINEER

The Japan Research Institute, Limited. | *Tokyo Japan* 　　 **Apr 2014 – Sept 2018**

- Coordinated the various tasks of global payment systems development – Planning, designing, and integration (including formal testing) and oversaw full transition into production.
- Created and reviewed system test plans.
- Managed the project for Retail Banking Integration between SMBC Trust Bank Ltd. And Citibank Japan Ltd as a team leader
- Worked with customers not only in Japan but in EMEA, NA and APAC region and performed English Japanese interpretation during the global meeting

SYSTEM ENGINEER / C# DEVELOPER

JRI Europe, Ltd. | *London UK* 　　　　 **Dec 2016 – Apr 2018**

- Developed Information Management System and Approval Document Handling System (Programming with C#, Oracle DB, and SQL Server)
- Modified the entire structure of night batch jobs and reduced the processing time by around 40%
- Created system and product documents and reduced the number of inquiries from customers by 30% and the workload for skill transfer between employees.
- Managed the Enhancement Project of Information Management System both as a team leader and an actual developer in the local development team.
- 24/7 on-call system support