


Yuki Matsubara


 Vancouver, BC or Remote


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CONTACTS

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WORK HISTORY

FOH and BOH

Faubourg Kerrisdale
Vancouver, Canada

Global IT Customer Support

Keyence Corporation
Osaka, Japan

FOH

Mali Thai Restaurant
Vancouver, Canada

Travel Consultant

- 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 Interpersonal skills / Project management in a team
- Tools • Apps Slack / GitHub / Microsoft Apps / Office 365 / SaaS/ Gmail, Social media platforms etc.
- Technologies HTML / CSS / SCSS / JavaScript

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 / PROJECT MANAGER

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