YUKI MATSUBARA

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SUMMARY

A cheerful customer support representative as well as an aspiring front-end developer with a background in the system engineering industry for 5+ years. Learning and growing as a front-end developer is essential to me. I excel at fostering a healthy relationship with global clients and thinking ahead in a critical decision-making point. I believe that working as a front-end developer will hone my skills and improve my technical abilities. I am confident in my passion for client satisfaction and innovative web development. I believe that my problem-solving skills to fulfill client requests would make me a great asset to your team.

Portfolio: https://yukiramu.github.io/React-Portfolio/

SKILLS

- Languages   English (fluent) / Japanese (native)
- Skills   Communication skills / Multi-tasking skills in a limited timeframe / Problem-solving skills
- Tools & Apps   FreshDesk / FreshService / ZenDesk / Slack / Zoom / GitHub / SaaS / Microsoft Office / Office 365 / Windows etc.
- Technologies   HTML5 / CSS / SASS / JavaScript / React.js / React Router / Redux / Node.js / Mongo DB / Mongoose / Bootstrap / Chakra UI / Material UI / WordPress / Figma / Trello
- Experience   System Engineer, C# Developer, Global IT Support, Customer Service Representative

RECENT PROJECTS

Expense Tracker Project   *Dec 2021*

Full-stack application built with React, Redux toolkit, Node.js, Express.js, Mongo DB. Deployed on AWS and Heroku. Team project.

- GitHub link (Front-end): https://github.com/VikiSevcikova/expense-tracker
- GitHub link (Backend): https://github.com/VikiSevcikova/expense-tracker-backend
- Website link: https://expense-trackify-app.herokuapp.com/login

Redux To Do List Project   *July 2021*

Fully responsive To-Do List App created with React.js and Redux toolkit. Data is stored in the local storage.

- GitHub link: https://github.com/YukiRamu/React-Redux-To-Do-List
- Website link: https://yukiramu.github.io/React-Redux-To-Do-List/

React Weather App Project   *June 2021*

Build with React.js and Context API. Data is stored in the local storage.

- GitHub link: https://github.com/YukiRamu/React-Weather-App
- Website link: https://yukiramu.github.io/React-Weather-App/

Cinema Booking Project   *May 2021*

Movie Data Populated from The Movie DB API. Seat booking features included. Seat booking data stored in Local Storage. Bootstrap for UI. JavaScript OOP. Responsive design.

- GitHub link: https://github.com/YukiRamu/Movie-Theater-Booking.git
- Website link: https://yukiramu.github.io/Movie-Theater-Booking/

Recipe Finder Project   *April 2021*

Recipe Data populated from Edaman API. Users' bookmark and colour theme preferences are saved in Local Storage. Mini stopwatch feature available.

- GitHub link: https://github.com/YukiRamu/Recipe-Finder
- Website link: https://yukiramu.github.io/Recipe-Finder/

The 3C Sense Company Website Project   *September 2021*

WordPress project for *The 3C Sense* which organizes personalized events and creates creative gifts for customers. The website is created by Elementor.

- Website link: https://brandidea.com.br/clients/the3csense/

RELATED WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE
Roofr Inc. | Vancouver BC, Canada (work from home)   *May 2021 – Present*
- Provide email and phone support to clients and solve client issues through ZenDesk (CRM)
- Collaborate with external workforces and ensure their smooth work on creating roofing measurement reports through our software
- Support the issue solving process conducted by the Engineering team when customers or external workforces are experiencing issues with our software
- Advice our customers how to use our software

GLOBAL ENGLISH-SPEAKING IT CUSTOMER SUPPORT
Keyence Corporation. | Osaka Japan   *Mar 2020 – Dec 2020*
- Answered service questions and directly provided technical product support to global clients via ticketing service (FreshService), calls, emails, and chat both in English and Japanese
- Defined system and website requirements by communicating with clients
- Implemented a new cloud security service, Cisco Umbrella, to resolve client problems and created system manuals for troubleshooting which led to a 70% reduction in the number of inquiries on this cloud security service

- Managed the security and network projects and introduced the framework of creating better test scenarios 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 labour
- Delivered new intra websites with Microsoft SharePoint Online
- Wrote and reviewed user stories, requirements, and designed documents for new features
- Wrote test scenarios based on the use case and requirements

SYSTEM ENGINEER
The Japan Research Institute, Limited. | Tokyo Japan   *Apr 2014 – Sept 2018*
- Coordinated the various integration projects of global payment systems development – System Requirement Definition, Planning, designing, integration (including formal testing), and troubleshoot implementation and oversaw full transition into production
- Organized system documentation and test scenario cases
- Directly discussed technical issues with both clients and vendors in Japan, EMEA, NA and APAC region to build and maintain banking systems
- English Japanese interpretation and translation
- Conducted on-site visit to maintain the stability of banking system

SYSTEM ENGINEER / C# DEVELOPER
JRI Europe, Ltd. | London UK   *Dec 2016 – Apr 2018*
- Developed Information Management System and Approval Document Processing System (Programming with C#, Oracle DB, and SQL Server)
- Provided bug fixes for new and existing software
- Wrote and executed test scenarios based on the use case and requirements
- Collaborated with other developers and customers to deliver all stages of the web application development process
- Modified the entire structure of night batch jobs and reduced the processing time by around 40%
- Generated and maintained system and product documentation 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
- Directly communicated with customers to collect the requirements
- 24/7 on-call system support and incident management via email, phone, chat, and on-site visit (Conducted a job as customer support)

EDUCATION

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

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

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