

# Yuki Matsubara



Vancouver, BC or Remote



[linkedin.com/in/yukimatsubara/](https://www.linkedin.com/in/yukimatsubara/)



[github.com/YukiRamu](https://github.com/YukiRamu)

## CONTACTS



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Vancouver, BC V5W 1E4

## 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 Communications skills / Time management skills and more
- Tools • Apps FreshDesk / FreshService / Slack / Zoom / GitHub / SaaS/ Microsoft Office / Office 365 / Windows etc.
- Technologies HTML / CSS / SCSS / JavaScript / Bootstrap

## WORK EXPERIENCE

### GLOBAL ENGLISH-SPEAKING IT SUPPORT

*Keyence Corporation. / Osaka Japan*

*Mar 2020 – Dec 2020*

- Answered service questions and provided solutions to client issues through ticketing service (FreshService), calls, emails, and chat
- 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 labor
- Created new intra websites with SharePoint online and responding to website issues
- Documented user manuals and system specifications and test cases

### SYSTEM ENGINEER / PROJECT MANAGER

*The Japan Research Institute, Limited. / Tokyo Japan*

*Apr 2014 – Sept 2018*

- Coordinated the various integration projects of global payment systems development – Planning, designing, integration (including formal testing), and troubleshoot implementation and oversaw full transition into production
- System documentation and test scenario creation
- Interacted directly with clients and vendors in Japan, EMEA, NA and APAC region
- English Japanese interpretation and translation

### 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
- 24/7 on-call system support
- Incident management with a ticket management system