**YUMI NAKAGAWA**

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**SYSTEM ADMINISTRATOR LEVEL 1**

Hard working and highly motivated with a strong work ethic. Quick learner enjoys challenges and works well independently as well as collaboratively in a team setting.

**CORE STRENGTHS**

Motivated Hard Working Debugging

End – User Support Self-Starter Organizational Abilities

Product Testing Customer Service Flexibility and Adaptability

Oral and Written Communications Critical Thinking Detail Oriented

**TECHNICAL SKILLS**

**Languages** C, C++, HTML, CSS, XML, SQL.

**Design and IDE Tools** Visual Studio, Arduino IDE, Beyond Compare, GIMP.

**Tracking Software** JIRA

**Office Tools** MS Word, Excel, PowerPoint, Outlook.

**Operating Systems** Windows 7/Vista, MAC OS X

**WORK EXPERIENCE**

Aplifi Solutions, Fort Lauderdale, FLJanuary 2014 – May 2014

**Associate Developer**

* Debugged life and annuity applications using ASP.NET, C# and a Microsoft SQL Server Database backend.
* Interacted with business analysts under constantly changing business needs and requirements.
* Used agile methodology for software development as well as scrum for tracking and reporting.
* Resolved customer issues by establishing workarounds and solutions and by debugging and creating defect fixes.
* Maintained and troubleshoot applications developed.

Florida Atlantic University, Boca Raton, FLAugust 2013 – January 2014

**Undergraduate Research Assistant**

* Provided assistance in the preparation of project – related reports, manuscripts, and presentations.
* Facilitated gathering of materials and data for various projects and reports; wrote summaries of project findings as requested.
* Researched topical areas as requested including completion of comprehensive literature.

Examsoft Incorporated, Boca Raton, FL March 2013 – August 2013

**Software Tester/Support Specialist**

* Coordinated, maintained, promoted, and lead Crowd Based Testing sessions (CBT) used for Beta testing in the company’s iPad and exam software solution desktop application.
* Designed test plans, test cases/scenarios, and test scripts used in CBT for Regression and Acceptance Testing.
* Communicated with the development and testing teams to find, isolate, document, and track bugs through resolution using a bug tracking system.
* Provided training tips on proper use of the program and maintained list of information for security threats bugs and enforcement and technical support for clients whenever needed.

Nordstrom Incorporated, Sunrise, FL June 2008 – July 2012

**Customer Service Representative**

* Invited customers to join our mailing list and credit account programs and/or purchase gift cards.
* Communicated each customer about upcoming events.
* Provided quick, friendly, and efficient register checkout experience for customers, including purchases, returns, and exchanges.
* Assisted in inventory control efforts.

**EDUCATION**

Atlantic Technical Center, Coconut Creek, FL

Database Application Development and Programming (Currently Enrolled)

Florida Atlantic University, Boca Raton

BS in Computer Engineering

**LANGUAGES**

English, Spanish.