

# James Callow

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## CAREER OBJECTIVE

Looking to secure a full-time job position in software development engineering.

## RELATED WORK EXPERIENCE

**Software Engineer**, Rakuten Inc.; Setagaya, TYO, Japan – July 2017 to Present

- Lead a team of engineers both in-house and offshore while collaborating with other services such as RaCoupon, Rakuten Insurance, and Rakuten Pay, to develop the paid golf membership program, Rakuten Golf Club (RGC).
- Collaborated with a team in implementing Rakuten's acquired service, Sponichi Golfers Club (SGC), into our newly developed microservice architecture.
- Created a set of tools which can dynamically migrate data between MySQL databases, and verify that the data is synchronized on a scheduled basis.

**Software Developer**, ARB Labs Inc.; Niagara Falls, ON, Canada – November 2016 to June 2017

- Collaborated alongside a team of developers to design, develop, unit test, and support new features for bet recognition technology.
- Maintained and modified programs; made approved changes by developing detailed programming logic and coding changes.
- Wrote and maintained programming documentation.

**DB2 Continuous Engineering Developer**, IBM Canada Ltd.; Markham, ON, Canada – May 2013 to August 2014

- Worked with a team on designing new features for IBM's relational database server product, DB2.
- Analyzed, designed and developed prototypes for implementation.
- Delivered integrated, tested, and fully functional feature requirements to project stakeholders.

**Senior Technical Support Advisor (AppleCare)**, Aditya Birla Minacs; Niagara Falls, ON, Canada – October 2010 to February 2012, May 2012 to April 2013

- Diagnosed end user issues using systematic listening and probing approach.
- Researched issues and case history using database for relevant repair or product information.
- Reviewed client information and knowledge updates regularly to remain current with products.

## EDUCATION

**Computer Science, Bachelor of Science**; Brock University, St. Catharines, ON, Canada – September 2016 to April 2017

**Computer Programmer Analyst (Co-op), Ontario College Advanced Diploma**; Niagara College Canada, Welland, ON, Canada – Graduated June 17, 2015

## **HIGHLIGHTS FOR QUALIFICATIONS**

- Solid software development skills (Python, C#, C/C++, Java, SQL, JavaScript, HTML/HTML5, CSS/CSS3, jQuery, PHP, Perl, Shell Scripting).
- Deep understanding of object-oriented programming.
- Full-stack web development experience.
- Knowledge of relational database programming, tuning and optimization.
- Experience in mobile application development (iOS, Android, Windows Phone).
- Understanding of project management principles and team leadership.
- Proficient in Windows, Mac and Unix/Linux environments.
- Bilingual (fluent in English and French).
- Solid analytical skills for complex problem solving and troubleshooting.
- Great time management and organizational skills.

## **HONOURS AND AWARDS**

**Rakuten Award**; Rakuten Inc., May 2018

**Most Impressive Person Award**; Open Service Product Department, Rakuten Inc., March 2018

**Honours Standing**; Niagara College Canada, August 2013 – Spring 2013 Term

**President's Honour Roll**; Niagara College Canada, April 2013 – Winter 2013 Term

**Chair's Award of Excellence**; Niagara College Canada – Greg Unrau (Chair, School of Media Studies) & Peter Vanscoy (Co-ordinator, Computer Programmer), April 2013 – 2012/13 Academic Year

**President's Honour Roll**; Niagara College Canada, December 2012 – Fall 2012 Term

**Honours Standing**; Niagara College Canada, April 2012 – Winter 2012 Term

**President's Honour Roll**; Niagara College Canada, December 2011 – Fall 2011 Term

## **CERTIFICATIONS**

Apple Certified Macintosh Technician (ACMT); Apple Inc. – May 2011 to May 2012

## **ADDITIONAL WORK EXPERIENCE**

English Teacher, Shikahama English Adventures - シカハマ・イングリッシュ・アドベンチャーズ(SEA); Adachi-ku, Tokyo, Japan – September 2015 to January 2016

## **VOLUNTEER EXPERIENCE**

English Conversation Partner, Brock University; St. Catharines, ON, Canada – September 2016 to April 2017

Global Connections, Niagara College Canada; Welland, ON, Canada – September 2014 to December 2014