MIKI SHIMADA
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PROFESSIONAL EXPERIENCE

IBM, Tokyo, Japan

Cloud Infrastructure Engineer (IT Specialist),   *Apr 2021 – Jul 2024*

Cloud Infrastructure Project: Led a 20-person initiative to migrate 100+ on-premise servers to **AWS and IBM Cloud**, implementing Infrastructure as Code (**Terraform**, **Ansible**) and building a container orchestration platform (IBM Cloud **Kubernetes** Service – ROKS) with integrated **CI/CD** pipelines (**ArgoCD**), identity/security controls (**IAM, SIEM**), and monitoring tools (**Prometheus, LogDNA**). Optimized **cloud networking** (Transit Gateway, DNS, VPN) and automation, improving system availability and security while reducing downtime by 50%.

- **Team Leader (Senior Associate), 2023 – 2024:** Led a 12-member team in managing system documentation, testing processes, and stakeholder communication. Developed project roadmaps, mitigated technical risks, and ensured the successful on-schedule launch of the cloud migration project.
- **Cloud Engineer (Associate), 2022 – 2023:** Built **cloud infrastructure components** (servers, databases, network configurations) and created detailed architecture documentation. Presented technical designs and solutions to an insurance industry client, aligning deliverables with client requirements.
- **Trainee (Project Management Support), 2021 – 2022:** Performed system testing and supported day-to-day operations. Developed an automated file-renaming script that halved workload time, and authored a **comprehensive data center operations manual** adopted by a 20-member team to enhance safety procedures and communication.

Webstar Marketing Inc, Tokyo, Japan

Team Leader Intern,   *Mar 2020 – Mar 2021*

- Led a team of 4 in executing and analyzing Google Ads campaigns. Optimized **resource allocation strategies** based on performance data, increasing team sales by 30%. Achieved the top sales performance in the company for one month.

Hosty Inc, Tokyo, Japan

Sales & Revenue Management Intern,   *Sep 2019 – May 2020*

- Developed hotel development proposals and managed **budgeting and revenue analysis**, negotiating with real estate owners. Secured approval for a new hotel project with a ¥100 million budget and managed pricing strategies to maximize revenue for existing hotels.

EDUCATION

University College London (UCL) – London, UK

Master in Management   *Sep 2024 – Present*
- **Honors:** Silver Award in DECA Case Competition (UCL Consulting Society, Marketing Management category).
- **Coursework:** Business Strategy, **Data Visualization**, Operations Management (Supply Chain & Manufacturing Control), Risk Analysis, Financial Frameworks, Marketing Analytics (**A/B testing.**
- **Tools & Skills:** Applied **Python** and **SQL** in data analysis projects; proficient in **Power BI, Excel (SimVoi, TreePlan, Solver** for simulations and decision modeling).

Waseda University – Tokyo, JapanA

B.A. in International Liberal Studies (English) (GPA: 3.65)   *Apr 2016 – Mar 2021*
- Completed an exchange year at **University of Pittsburgh**, USA (2017 – 2018), broadening international perspective.
- **Relevant Coursework:** Introductory Statistics, International Monetary Economics, Entrepreneurship (PwC Japan workshop), Business & Economy International Workshop, Professional Consulting Workshop (hosted by IBM Japan).

SKILLS

- **Certifications:** *AWS Certified Cloud Practitioner*; *AWS Certified Solutions Architect Associate.*
- **Cloud & DevOps:** AWS and IBM Cloud platforms; Kubernetes orchestration (IBM ROKS/OpenShift); Infrastructure as Code with Terraform and Ansible; CI/CD pipelines (ArgoCD); Monitoring & logging tools (Prometheus, IBM LogDNA, Hinemos); Linux/Unix and Windows environments.
- **Programming & Scripting:** Python (automation and data scripting); SQL (Oracle, able to write complex queries); Shell scripting; Data analysis with Power BI and Excel.
- **IT Service Management:** Documentation and change management; incident troubleshooting and root-cause analysis; familiarity with agile project tools and ticketing systems (e.g. JIRA).
- **Project Management:** Agile methodologies; Gantt Charts & Work Breakdown Structure (WBS) for planning; Microsoft Project; risk assessment and mitigation; cross-functional team leadership.
- **Languages:** English (Fluent – C2); Japanese (Native); Mandarin Chinese (Intermediate – B1).