

# Hiroshi Nakasone

*Database Developer | Data Analyst | Full-Stack Developer*

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## Skills

- Languages: Python, Java, JavaScript, C, C#
- Frameworks: React, Node.js, EJS, REST APIs
- Databases: MySQL, PostgreSQL, MongoDB, MS SQL
- Cloud & DevOps: AWS, GitHub Actions, Cloudflare, Docker, Git, CI/CD
- Data & Analytics: Power BI, Power Query, Microsoft Excel, SQL Reporting Services
- Systems & Operations: Production Support, Incident Management, Monitoring Tools (Grafana, Foglight), Data Quality, Data Integrity, ETL Processing

## Work Experience

### Junior Development Assistant, BC SPCA

**Jul 2025 – Sept 2025**

- Processed and categorized 4,000 returned-mail records to support year-over-year budget analysis of lottery outreach effectiveness, ensuring accurate data processing for reporting.
- Cleaned and standardized 1,000+ donor records in Raiser's Edge using ImportOmatic, performing data quality checks, deduplication, and data integrity validation.
- Imported and exported datasets between Shopify, ShelterBuddy, and Momentum to maintain consistent reporting and improve cross-system data accuracy.

### Database Helpdesk Associate, Absolute Software

**Jan 2024 – Dec 2024**

- Monitored and triaged support tickets in ServiceNow and Jira, handling incident management workflows and ensuring timely prioritization and response
- Created SQL reports and automated stored procedures using Microsoft SQL Server and SQL Reporting Services to support internal teams and customers.
- Executed SQL and MongoDB scripts to resolve production support issues, reducing escalation volume to senior engineers and improving root-cause analysis efficiency.
- Automated 200+ recurring database access reviews, improving audit-readiness and enforcing least-privilege access requirements.
- Supported a production-wide AWS migration by installing and maintaining Foglight monitoring tools and validating database performance across EC2 instances.
- Analyzed Grafana performance metrics and recommended AWS resource adjustments that reduced operational costs by 15%.
- Led the migration from ServiceNow to Jira Service Management by mapping data fields, validating data integrity, creating automated workflows, and documentation, resulting in reduced licensing and operational costs.

## Education

**Computer Systems Technology Diploma** | BCIT | 2025

**Bachelor of Science** | Simon Fraser University | 2021

## Technical Projects

### Chat Messaging App, Academic Project

**Feb 2025**

- Built a full-stack messaging application supporting real-time private and group chats using Node.js, Socket.io, MySQL, and MongoDB.
- Developed EJS-based dynamic templates for login, registration, chat creation, and user interaction flows.
- Added real-time group chat functionality with dynamic participant selection and live updates.
- **Technologies:** HTML, CSS, JavaScript, EJS, Node.js, Socket.io, MySQL, MongoDB
- Link: <https://chatmessagingapp.onrender.com/>

### AI Article Sentiment Analysis Dashboard

**June 2025**

- Developed an automated ETL pipeline in Python to scrape and normalize 100+ daily news headlines from multiple RSS sources.
- Applied VADER sentiment analysis to generate positive, negative, neutral, and compound sentiment scores.
- Stored processed results in PostgreSQL for reporting and downstream analytics.
- Designed a Power BI dashboard with time-series sentiment trends, source comparisons, and KPI cards.
- Scheduled daily pipeline execution using Windows Task Scheduler.
- Technologies: Python, BeautifulSoup, VADER, PostgreSQL, Power BI

### Portfolio, Personal Project

**Feb 2024**

- Built a personal portfolio website using React to showcase projects and experience.
- Configured domain and DNS settings through Cloudflare.
- Implemented CI/CD deployment using GitHub Actions for automated builds and publishing.
- Technologies: React, GitHub Actions, Cloudflare, HTML, CSS, JavaScript
- Link: <https://hnaakasone.com/>