Kayo OSAKO

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SUMMARY

Previously responsible for project and product management of a recognized humanoid robot at a leading robotics company. Passionate about driving product development with a strong interest in enhancing customer satisfaction through thoughtful UX design. Currently expanding knowledge in software development through studies at a UK university.

WORK EXPERIENCE

Leading Robotics Company   **Mar 2019–July 2024**
Development Project Manager and Product Manager   Apr 2022–July 2024
- Spearheaded the application feature development of a humanoid robot, overseeing the complete project lifecycle from initial concept and requirements gathering to final execution and post-release support.
- Efficiently led a multicultural project team of approximately 20 members from five countries to ensure product quality, user needs, and marketability.
- Led a quality improvement project for the robot, reducing error rates by one-third and improving product reliability through fixing software stability issues.
- Successfully developed and released a chatbot app powered by ChatGPT while also engaging in UI/UX design; this became one of the flagship apps.

UI/UX Designer   Mar 2019–July 2024
- Enhanced customer satisfaction by conducting customer journey mapping and user testing, leveraging results to improve and develop UI/UX designs, features, and content for applications.
- Proposed experiences and content to various corporate clients, executing over 50 designs within a year.

Corporate Sales   Jun 2020–Dec 2020
- Contributed to new and continuing contracts by proposing and supporting the implementation of the humanoid robot in corporate settings.

Automotive R&D Company   **Apr 2018–Feb 2019**
Researcher
- Focused on car driver input analysis and vehicle dynamics simulations using MATLAB Simulink.
- Analysed and modelled car driver behaviour variations and steering stability.

National Research Institute   **Mar 2017–Mar 2018**
Research Assistant
- Analysed clustering of large-scale vehicle traffic data and driver behaviour.
- Developed a model to predict specific driving behaviour occurrences and road characteristics.

Automotive Research Institute   **Aug 2016–Sep 2016**
Summer Intern: Research Assistant
- Developed experiments traditionally conducted in 2D environments in VR, measuring human visual characteristics.
- Analysed differences in experimental outcomes between 2D and VR environments.

EDUCATION

University in the UK   **Sep 2024–Present**
MSc Software Engineering
- Implement practical software development processes and effective system design through team-based web application development

Tokyo Institute of Technology   **Apr 2016–Mar 2018**
Master of Engineering (Major in Artificial Intelligence; GPA: 3.3)
- Proposed expression designs for robots to facilitate the display of human non-verbal information (gestures, expressions, etc.) in experiments
- Implemented a system where home appliances are controlled through voice commands to a robot by analysing human responses to changes in the robot's appearance and actions
- Integrated cognitive psychology methods to quantitatively analyse human behaviour, deriving guidelines for robot expression design

Nagoya Institute of Technology   **Apr 2012–Mar 2016**
Bachelor of Engineering (Major in Computer Science)
- Created a route choice model based experimental data by quantitatively analysing human behaviour in route selection

RELEVANT EXPERIENCE

Continuing Education Institute in Japan   **Jul 2023–Sep 2023**
Product Management Course (Passed with Distinction)
- Studied key product management strategies employed by leading technology companies on the U.S. West Coast and globally, focusing on innovation, enhancing customer satisfaction, and building competitive advantage
- Deepened knowledge through practical exercises and discussions, applying these insights directly to drive innovation and growth as a Product Manager

SKILLS and PROFICIENCIES

Languages: Japanese (Native), English (Upper-Intermediate)
Proficiencies: Python, Java, HTML, CSS, JavaScript, R, MATLAB, Microsoft Office, Adobe XD, Adobe Photoshop, Adobe Illustrator