Makiko Vaughan

27 Alabama Ave. Sharpsburg, GA 30277
E-mail: makiko.vaughan@gmail.com   Phone: (404)374-6059

OBJECTIVE

Seeking a Full-Time Position in the field of application technical support.

COMPUTER SKILLS

- Languages: C, Java, QBasic, Visual Basic, VB.Net, Squeak, PERL, PASCAL, MYSQL, XML, EDI.
- Application Software: MS Office, MS Project, MS Visio, MS ACCESS.
- Operating Systems: Windows 2000/NT, UNIX, LINUX
- Wed design related: VBScript, Java Script, and XHTML.
- Databases: MS SQL Server

EMPLOYMENT

TSG USA, inc   07/2017 – 08/2018
Peachtree City, GA
Software Design Engineer
- Tested and identified issues for Panasonic Audio devices for Toyota.

Opentext(Former GXS/Inovis)   06/2009 – 05/2017
Alpharetta, GA
Technical Support Specialist II
- Provided technical support in BizLink and TrustedLink Enterprise(from September, 2012 – Current).
- Did trouble shooting EDI, XML, Flat File, and EDIFACT document type business transactions.
- Provided technical support for DELL in BIZ, AI, and Inovisworks(from June, 2009 – August, 2012)

IBM   12/2006 – 05/2009
Atlanta, GA
Learner Support Specialist
- Provided technical customer support for IBM E-Learning Programs in both English and Japanese.
- Provided a trouble shooting for customers in Saba, Expertise Reporter, PDTool and Centra system.
- Selected as Awesome Advocate for November, 08.

Richmond Auto Parts Technology   05/2006 – 11/2006
Richmond, KY
Production Control Support
- Supported monthly production planning.
- Maintained finished goods inventory.
- Created purchase orders.

DeVry University
Alpharetta, GA   12/2004 – 05/2006
Registrar Coordinator
File Clark   06/2004 – 11/2004
- Requested and issued transcripts by creating batches under AS400 environment and DB2.
- Offered and accepted students based on student's records and update student's record in Oracle.
- Issued Enrollment Certifications, Deferment Certifications, and Grade Reports for students.
- Coordinated students to transfer out/in to other campuses within DeVry University.

Honda Transmission Manufacturing of America
Russells Point, OH   06/2002 – 07/2003
Translator
- Translated technical documents from Japanese to English and English to Japanese.
- Supported Marketing Quality Department by creating graphs by MS Excel.

Bell System 24
Tokyo, Japan   05/1994 – 05/1995
Customer Support
- Provided new customer support for WOWOW, Japanese Satellite Broad System Company.
- Provided technical support to confirm the connections for the customer's TV and the machine to watch WOWOW.
- Provided customer support for foreign customers in English.

EDUCATION

Keller Graduate School of Management of DeVry University – Atlanta, GA   11/2003 – 04/2006

Master of Information System Management   GPA: 3.80/4.00
Graduated with Distinction
Georgia Institute of Technology – Atlanta, GA   08/1998 – 08/2001
Bachelor of Science in Computer Science
Dean's List for Spring 2001

RELATED EXPERIENCES

Database Concept
- Created a mock grading system in VB and MS ACCESS.
- Created Database System using MYSQL.

OTHER SKILLS

Language Skills
- Fluent in English, and Japanese (Native Speaker).

Visa Status
- U.S. Permanent Resident