

PROJECT MANAGER / SOFTWARE LOCALIZATION QUALITY ENGINEER

Summary

I am seeking a position that utilizes my strong Software QA Engineer /Android QA Lead and bilingual background, and proven written and verbal communication skills in Japanese and English. Have excellent Japanese linguistic skill and knowledge and deep understanding in Japanese culture and business custom. I am a Japanese native. Excellent people skills, interpersonal communication and business skills. Enjoy working independently as well as with a team. Am passionate about new technologies, love to learn and pick things up quickly. Worked with Determined and proactive Thrives in a fast paced, dynamic environment. Determined and proactive . Worked with customers, partners and development teams in India, China, Canada and Japan to manage various projects and teams. My strength are IT software and mobile knowledge, interpersonal communication, business communication and teamwork skills.

Highlights

- Fluent Japanese/English, Japanese Native and translations experiences
- Professional, mature, and proper phone etiquette, articulate and well-spoken
- Time management and organizational skills
- Strong problem solver, service-oriented and good customer supports
- Work well with cross-functional team members
- Experience with IT software, Remedy, BMC AR System (Action Request System) 4.5, 5.0, 5.0.1, 5.1, 6.0 and 7.0.x, ITIL, ITSM applications: Configuration Management (previously Service Desk (ITSM)) , Help Desk, Change Management, Asset Management and SLA, Administrative Certificate in ARS and Change Management Administrator
- Managed multiple projects, customers and partners.

Familiar with following technical knowledge:

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- *Browsers:* Firefox, IE, Chrome, Safari on iPhone, iPod Touch, iPod and Pad, and Chrome and Browser on Android
- *Android mobile device* :4.0.x, 4.1x, 4.2 system-base
- *Android Version* : 2.3.x (Gingerbread), 4.0.3, 4.0.4 (Ice cream Sandwich), 4.1.x and 4.2.x (Jerry bean)
- *Database* : Oracle 8.i and 9.x and SQL 7, 2000, DB2
- *OS:* Linux, Solaris 7, 8, 9 and 10, HP-UX 11.0, AIX, and Windows NT Server, Windows 2000 Server, 2000 Advance Server, Windows 2003 and XP. Vista, Window 7 and 8
- *Webserver:* IIS 4, 5, Tomcat 3.x, Apache 1.3.x, Web logic and others
- *Virtual machines* : VMware environment

Accomplishments

* Awarded Best Business Etiquette for Level III Tellers

Experience

Project Manager / Software Localization Quality Engineer 07/2013 to 08/2013 Babylon Health San Francisco , CA

- Coordinated Web based products development with domestic and oversea engineering and development here. Responsible for testing and coordination of final QA and development metrics.
- Tested quality of software on mobile devices and PC browsers including Android, Apple and many other products and those browsers.
- Worked with cross functional teams to support as many as 100 different regional of the software implementation.
- Tested English product version of and other languages to assure the qualities of the products.

Android QA Lead, Project Manager 01/2013 to 06/2013 Hitachi Solutions USA, Ltd City , STATE

- Coordinated the test strategy and plan with project managers in both US and Japan and the customers in Japan.
- Planed and execute tests including selecting test approaches, estimating the time, effort and cost of testing, acquiring resources, defining test levels, cycles, and planning incident management.
- Initiated the specification, preparation, implementation and execution of tests, monitor the test results and check the exit criteria.
- Adapted planning based on test results and progress and took any action necessary to compensate for problems.
- Coordinated Communications between Japanese customers. Wrote test summary reports based on the information gathered during testing for Verizon Wireless.

Software Localization Quality Engineer 11/2012 to 12/2012 Broadvision, Inc City , STATE

- Translated and tested localized web based products for Japanese enterprise customers using Japanese OS browsers with Chrome, IE and Firefox for NTT.
- Reported bugs and issues to the managers in Beijing, China and here in U.S.A.

Android Mobile QA 10/2012 to 11/2012 System Design Of America, Inc City , STATE

- Tested and worked on Android Mobile with OA lead. developoners and customers oversea in Janan.

- Optimized performance for the Android for Boost mobile.

Software QA Engineer / ITSM Application QA, ARSystem QA, I18N QA and L10N QA 10/1999 to 05/2006 BMC Software Former Remedy Corporation And Peregrin System City , STATE

Application QA Engineer - Remedy / BMC ITSM, Service Management IT software, AR System, Configuration Manager, Service Request, Help Desk, Change Management, Asset Management and SLA. Worked on OS, DB, Web-Server, Server, Client and Browsers. Worked with development teams in India and Canada.

System QA Engineer - Tested AR System and worked with Japanese partners to develop cases for end-user applications.

Internationalization QA Engineer (I18N QA)- Tested AR System on multiple languages, OS, DB, Server, Client and Web browsers for Internationalized products for ARsystem and ITSM applications.

Localization QA Engineer (L10N QA)- Tested localized versions of the ARsystem and assisted developers to debug Japanese language problems as well as other Latin languages, Traditional Chinese and Simplified Chinese versions of the products.

Executive Assistant 06/1997 to 10/1999 Aries Research City , STATE

- Represented company with all matters of client interaction, including customer relations, sales, and marketing for Japanese customers including translated and adapted marketing documents to Japanese market sector.
- Advised the President on current Asian market conditions, product pricing structures, and client perceptions.
- Performed market research of UNIX Workstation distribution trends within Asian and European regions.
- Established products distribution channels within Japan and liaison between Japanese clients and the engineering group.
- Provided level I technical support, customer service, and document translation. Interfaced with engineering staff to resolve level II technical support issues.
- Provide company President with all secretarial duties including International travel arrangements, meeting coordination with Japanese customers, written and verbal English / Japanese translation, expense reporting, contact list maintenance, scheduling, and general administration.
- As an adviser to the president on matters of establishing the Aries Research Japan, Inc., in 1997 and International E-Mail Service Corporation in 1998 including establishing market position, staffing, and corporate matters.
- Develop and maintain Japanese customer accounts including client visit coordination, sales, training, technical translation, and hardware and software product demonstration.

Assistant Instructor, Japanese Communications 01/1995 to 05/1996 SAN JOAQUIN DELTA COLLEGE City , STATE

Assistant Instructor, Japanese Communications

Instructor, English and Japanese Communications 01/1993 to 05/1994 MONOLITH, INCORPORATED, TAISHI ACADEMY City , STATE

Prepared and presented up to 10 concurrent English and Japanese language courses including conversation, interpretation, writing skills, and culture. Advised parents and students on strategies for continued education

Customer Service Liaison, City of Gifu / Customer Service Representative / Teller 04/1991 to 12/1985 16BANK City , STATE

- Managed all on-site financial transactions for the City of Gifu including daily financial reporting, deposits and withdrawals, transfer of funds, city employee payroll, and personal accounts.
- Ensured continued assignment of 16Bank to the city through development and maintenance of positive business relationships. Trained employees on all procedures of handling government accounts.
- Assisted English speaking customers with all aspects of corporate and personal banking including loan processing and payments, gold and bond sales, foreign currency exchange, and investment strategy planning. Increased customer base through field sales and marketing.
- Selected as member of core team to open a new Branch of 16Bank.

Education

Computer Science / Business Mission College, City , State

Computer Network Technology UNIX Operation Systems and Economy

Associate of Arts : Business Administration and Computer Science San Joaquin Delta College City , State

Associate of Arts, Business Administration, Â

Certified in Business Accounting, Â

Computer Science Â

Computer Science UCSC Extension City , State

Java Programming, Perl Programming, Java Script, HTML DHTML, XML Primer.

UC Berkeley Extension City , State

C Programming

English Linguistic Studies Southern Oregon State University City , State

English Linguistic Studies Gifu City Jyoshi College City , Japan

Skills

LANGUAGES

- Proven Japanese and English written and verbal communication,
- Japanese Native, Knowledge of Chinese Mandarin
- Understand Localization (L10N) and Internationalization (I18N) issues in various languages.

COMPUTER LANGUAGES SKILLS AND CERTIFICATIONS

- HTML, DHTML, JAVA, JavaScript, C Programming, Perl, CGI, Silk,
- Administration ARS 4.x, 5.x, 6.x, 7.x (Action Request System, ARsystem by BMC software, a former Remedy Corporation)
- Help Desk, Change Management, Asset Management and SLA
- Project Management with Cadence
- *Automation tools:* Silk, C#, Selenium, Eclipse, Perfecto Mobile and QTP
- *BugTrack:* Bugzilla, Bugfix and Redmine

ENVIRONMENT

- Database : Oracle 8.i and 9.x and SQL 7, 2000
- OS: Solaris 7, 8, 9 and 10, HP-UX 11.0, AIX, and Windows NT Server, Windows 2000 Server, 2000 Advance Server,
- Windows 2003 and XP. Use Vista and Window 7 home.
- Testing method and environment: system-base both manual and automation on Native, Web-clients, Server and Web-Tier. Application servers: web servers, servlets, JSPs, JavaScript.
- Webserver: IIS 4, 5, Tomcat 3.x, Apache 1.3.x, Web logic and others.
- Browsers: IE 5.5, 6.0, 7.x, 8.x and 9, Netscape 4.7x and 6.2.x, Firefox, Google Chrome.
- Application Environments: Action Request System 4.5, 5.0, 5.0.1, 5.1, 6.0 and 7.0.x, Helpdesk 5.0.x, 6.0.x, 7.0.x, Change Management 5.0.x, 6.0.x, 7.0.x, Asset Management 5.0.x, 6.0.x, 7.0.x, SLA 5.0.x, 6.0.x, 7.0.x Palm, Wireless, AR Web, Remedy Web.
- (BMC Remedy Help, BMC Remedy Service Desk: Incident Management, Problem Management, Change Management, Service Level Management, Asset Configuration Management (previously Service Desk (ITSM))
- Android Version: 2.1 (Eclari), 2.2 (Froyo), 2.3.x (Gingerbread), 4.0.3, 4.0.4 (Ice cream Sandwich)
- VM ware