

# Mike Livesey

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## Summary

Cross-cultural consultant and project manager specializing in Japan–U.S. business operations. I help American companies avoid common pitfalls and build sustainable partnerships in Japan by aligning strategy, culture, and execution. Experienced across technology, education, and energy sectors with a record of improving operational efficiency, cutting costs, and strengthening collaboration between Japanese and international teams.

## Professional Experience

### **International Student Coordinator, University, July 2025 - Present**

- Coordinate discussions and correspondence between University and overseas partner institutions regarding new exchange agreements.
- Review and compare proposed contracts, document revisions, and summarize key differences to assist decision-making.
- Interpret English proposals and complex documents for Japanese colleagues, providing clear recommendations and context.
- Support international students with visa documentation and application procedures to ensure smooth entry into Japan.

### **Network Technician and Project Coordinator, Amazon Web Services, January 2020 - May 2022**

- Planned and executed large-scale data center infrastructure projects across AWS facilities in Tokyo and Osaka, coordinating between Japanese vendors, local site managers, and global AWS teams.
- Managed end-to-end delivery of network hardware: created scopes of work, obtained bids from Japanese contractors, issued purchase orders, and tracked equipment through customs clearance and installation.
- Served as liaison between English-speaking management and Japanese technical staff to align project timelines, documentation, and safety compliance with AWS global standards.
- Installed and configured network and server hardware (“rack-and-stack”), estimated power loads, documented cut sheets, and ensured accurate labeling and cable management in bilingual environments.
- Led relocation and consolidation of on-hand inventory between regional data centers, generating over \$124,000 USD in cost savings.
- Trained and supervised Japanese and international third-party technicians, ensuring quality, efficiency, and adherence to AWS operating procedures.
- Utilized advanced Excel tools (pivot tables, nested formulas, and macros) to produce custom reports for project tracking, procurement, and operational analysis.

### **Business Analyst and Project Manager, Energy Company, December 2017 - July 2019**

- Supported the launch and operational stabilization of Energy Company's Japan division by coordinating between U.S. headquarters in Texas and local Japanese teams to align systems, processes, and priorities.
- Served as scrum lead and primary liaison between U.S. developers and Japanese management, translating technical and business requirements in both directions to ensure successful feature delivery.

- Managed rollout of new software features and system fixes: documented requirements, created mockups, tested completed functionality, and authored bilingual training materials for customer service staff.
- Produced recurring analytical and operational reports to provide U.S. executives with clear insight into Japan's performance, challenges, and opportunities.
- Implemented process improvements that increased operational efficiency, including a new collections program that recovered over \$500,000 in overdue payments and payment system updates that reduced late payments by more than 50%.
- Introduced QR-code and credit card check-in systems that reduced annual conference registration time from three hours to forty-five minutes.
- Maintained trust and collaboration across time zones and cultures by mediating between stakeholders, resolving issues quickly, and ensuring deliverables met both technical and cultural expectations.

#### **Marketing Assistant, East Nara Nabari Tourism Marketing, January 2017 - June 2017**

- Assisted with tourism promotion to 2 cities and 4 villages in Mie and Nara Prefectures.
- Conducted focus-group analysis and advertising campaign analysis.

#### **Senior Data Analyst, Team Velocity Marketing, February 2015 - September 2016**

- Managed customer and vehicle data for national automotive marketing campaigns, ensuring data accuracy, audience targeting, and compliance with client budgets.
- Built and maintained campaign datasets by merging records from multiple automotive databases to meet campaign criteria and client goals.
- Documented standard operating procedures to train new team members and improve consistency across data operations.
- Partnered with the company's lead developer to automate data preparation workflows, translating manual processes into software requirements and testing the resulting automation for accuracy.
- Partnered with the lead programmer to automate 80% of the data team's daily tasks, saving 224 hours per week and allowing four team members to be reassigned to higher-value projects.
- Collaborated cross-departmentally with management and marketing teams to identify client opportunities, monitor budget utilization, and ensure data-driven campaign recommendations.

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#### **Awards and Certifications**

- Introduction to Linux, The Linux Foundation, 2017
- Japanese Language Proficiency Test N3, Intermediate Japanese, 2014
- Eagle Scout, with three Eagle Palms, Boy Scouts of America, 2003
- Senpai of the Year, Mie Prefecture JET Program, 2014

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#### **Education**

Bachelor of Arts in Psychology, Minor in Statistics — Summa Cum Laude (GPA 3.96/4.00)  
James Madison University, Virginia, USA