Naoki Mihara

naokimhr@gmail.com +65 8468 5692

Technical Solution Sales Engineer for Digital & Business Transformation, BSS, eCommerce, CRM, Enterprise B2B

- Successful track record of sales of Digital and Business Transformations of Communication Service Providers
- o Excellent oral, written and presentation skills in English and Japanese
- 15+ years' experience in IT and Telecommunications industry providing business and technical solutions
- Exceptional ability with leading workshops, collaboration and coordination of various remote and offshore resources
- Lifetime experience working and establishing trusting relationships with people of different background; in Japan- 10 years, Jordan- 2.5 years, Thailand- 5.5 years, USA- 7 years. Japan (again) - 12 years, Singapore- 5 years
- Singapore Permanent Resident (SPR)
- Amazon Web Services Certified Solutions Architect Associate EXPERIENCES:

AMDOCS SINGAPORE Pte. – Singapore (2012-Present)

Enterprise Business Consultant / Sales

- Successful Sales of Enterprise/B2B BSS Transformation for Tier-1 major operator in APAC
- Workshop Lead for Digital Transformation and Enterprise B2B domains; execute demos and presentations to business and technical audiences

Omni-Channel Digital and BSS Senior Solution Engineer

- Successful sales of Galaxy (multi-country) Digital, Billing and Customer Care transformation for a large APAC telecommunication service provider
- Successful sales of consumer and enterprise Digital & Business transformation to Tier-1 mobile service provider in Southeast Asia
- Provide **Solution proposal** and functional compliance for RFPs
- Frequent business trips to APAC countries including Japan, Taiwan, Singapore, Malaysia, Philippines, Indonesia, Thailand, Vietnam, and Australia.

AMDOCS JAPAN, Ltd. - Tokyo, Japan (2004-2012)

Technical Project Engagement Manager, User Experience & Business Analyst

• Successful Delivery of CRM solution implementation to replace competitor's

CRM solution

- Owner & Author of UX and UI Design documents
- Team Lead for scoping sessions to gather and discover business requirements from business and IT groups: Marketing, Sales, CSRs, In-house IT teams, Admins, Tech Support, Operations, etc.
- **End-to-End involvement** in the Project implementation: Pre-sales, Scoping, Design, Managing development scope, System Test, User Acceptance Test, Performance Tuning, and Roll-Out.

BSS Solution Sales Engineer (MAR 2005 – JUL 2008)

- Successful sales of a CRM project to a Japanese cable operator
- Successful sales of a BSS project to a Japanese service provider
- Successful negotiation of onsite support and maintenance contract renewal
- Sales Activities for non-Telco customers: automotive, manufacturing, etc.

Customer Engagement Manager (FEB 2004 – FEB 2005)

- Successfully improved customer satisfaction and business relationship
- Change Request management; creation of specification documents, implement enhancements, coordination with overseas Development Centers
- Operation, monitoring and reporting of mission critical production systems

NEPRO Japan co., Ltd. - Tokyo, Japan (2000-2003)

Web Application Delivery & Project Manager

- Successful launch of mobile commerce website in collaboration with a gaming & entertainment company, targeting women of age between 18 and 35
- **Project manager** for transformation of the legacy website system.

EMIOZ Inc. - NY, USA / Tokyo, Japan (2000)

Director of Technology / Co-founder

• **Design and Development** of real-time interactive games for mobile handsets (I-mode)

COMPUTER AND LANGUAGE SKILLS:

- Amazon Web Services Certified Solutions Architect Associate
- Java, C, SQL, PHP, Perl, HTML, Apache, Linux
- Fluent in Japanese and English, proficient in French
- Singapore Permanent Residence (SPR) visa holder

EDUCATION:

University Of Pennsylvania, Philadelphia, PA

The School of Engineering and Applied Sciences,

Bachelor of Applied Sciences,

The College of Arts and Sciences,

Bachelor of Arts, Major in Physics, December 1998

December 1998