

Naoki Mihara
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Passionate about resolving customer challenges to improve user experience and making people happy. An IT Innovation enthusiast and also a “hands-on IT guy”

Digital Transformation Solution Sales; Expert in Telco BSS, eCommerce, CRM, Enterprise B2B business

- **Successful track record** of sales of Digital and Business Transformations
- Excellent oral, written and presentation skills in **English** and **Japanese**
- **15+ years'** experience in IT and Telecommunications industry; project management, presales engineer, sales, post-sales support
- **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- 6 years
- **Amazon Web Services** Certified Solutions Architect – Associate
- **Singapore Permanent Resident** (SPR)

EXPERIENCES:

AMDOCS SINGAPORE Pte. – Singapore (2012-Present)

[Enterprise Business Sales]

- **Successful Sales** of Enterprise/B2B BSS Transformation for Tier-1 major operator in APAC
- **Workshop** Lead for Enterprise B2B domains; discovery of challenges, goals, business outcome expectations
- **Day-to-Day:** account planning, opportunity management, solution design, presentations, demos

[Senior Digital Solution Technical Sales]

- **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 Omni-Channel & Business transformation to Tier-1 mobile service provider in Southeast Asia
- **Day-to-Day:** RFP responses, solution demos, 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 implementation to replace competitor's CRM solution
- **Author & Owner** of UX and UI Design documents
- **Team Lead** for scoping sessions for gathering business requirements from various teams and

departments

- **End-to-End** involvement in the Project implementation: Pre-sales, scoping, design, development, System Test, User Acceptance Test, Performance Tuning, and Roll-Out.

[BSS Solution Sales Engineer]

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

[Customer Engagement Manager]

- **Successfully improved** customer satisfaction and business relationship
- **Change Request management;** creation of specification documents, implement enhancements, coordination with overseas Development Centers
- **Day-to-Day:** 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 management** for transformation and replacement of a legacy website system

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

[Co-founder/ Director of Technology]

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

IT AND LANGUAGE SKILLS:

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

EDUCATION:

University Of Pennsylvania,

Philadelphia, PA, USA

The School of Engineering and Applied Sciences,

Bachelor of Applied Sciences,

December 1998

The College of Arts and Sciences,

Bachelor of Arts, Major in Physics,

December 1998