

Contact

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Top Skills

Japanese to English

English to Japanese

MYSQL

Languages

Japanese

Chinese

Certifications

ITIL

Japanese Language Proficiency
Test - N1

Andrew Pelizzaro

Global Support Team Leader at Tech Bureau Corp. (グロバールサポートチーム テックビューロ株式会社)
Kobe, Hyogo, Japan

Summary

I am passionate about language, technology, and using both to cross cultural barriers. I am fluent in Japanese and I am currently studying Chinese. In addition, I am working independently to gain data analysis and development skills using Python and SQL. In my free time I play music all over New York City and the Kansai area of Japan.

Experience

Tech Bureau Corp.
Global Support Team
July 2018 - Present
Osaka, Japan

- Assist overseas clients in using Tech Bureau services such as deposit and withdrawal, Coin Reserve and trading
- Manage the daily tasks of Global Support Team members and part-time members
- Create reports and provide metrics to senior management regarding website usage, customer support, and team member performance
- KYC Identity Verification and Compliance
- Japanese -> English and English -> Japanese Translation of Press Releases, Website Pages, FAQs
- Japanese -> English and English -> Japanese interpretation
- Anti-Money Laundering Prevention

Prudential Financial

Global Business and Technology Solutions Senior Associate
June 2012 - February 2018 (5 years 9 months)
Roseland, NJ

2012 - Production Management

- Translation of Q&A and Contract Information for data center migration in Japan
- Testing of translation software for use by colleagues

2013 - Present - GBTS Data Admin

- Translation of Japanese runbooks containing information on servers and applications in Japan. Information is used by Problem Management and Operations Command Center for Incident Management
- Maintenance and preservation of Japanese and domestic server inventory database.
- Maintain and support users of enterprise application inventory database
- Facilitate communication between application owners and emergency support group Operations Command Center in documentation of application information and escalation procedures for enterprise applications
- Communication with Japanese employees to improve structure of database systems, information flows and updating of application information
- Translation of electronic communications and conference calls from Japanese to English for US management
- Assist responsible system managers in bringing servers online and data maintenance
- Train employees in business and IT divisions on how to use database tools that support Operations Command Center

Education

Seton Hall University

Bachelor of Science - BS, Management Information Systems,
General; · (2010 - 2014)

Chaminade College Preparatory