


# TOMOMI OKI

My passion lies in using my creativity to build tools for the digital future. My experiences in the past years at production set-up have allowed me to understand the importance of delivering commercially viable products and maintaining quality at its best. Along the way, skills that I have learnt enable me to work collaboratively in a team environment, clearly communicate ideas to people and thrive under pressure.

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## KEY SKILLS & COMPETENCIES

### WEB DEVELOPMENT & DESIGN

- Experience in front-end technologies: HTML5, CSS3, SCSS, React.js, Angular, Bootstrap, Flexbox Grid
- Experience in back-end technologies: Ruby on Rails, Node.js, Express.js, SQLite, PostgreSQL, MongoDB
- Experience in using the following tools: JIRA, GitHub, Bitbucket, TortoiseSVN, Trello, Netlify and Heroku
- Strong capabilities in producing a web app from concept, design to production by designing user experience (UX) elements such as hand drawn/high fidelity wireframes, user flow diagrams and database schema design to guide the build process

#### MARKETING RESEARCH

- Proficient in extracting data with MS SQL for supporting business decision.
- Experience in programming Java based software in agile environment.
- Experience in building online survey using HTML, CSS and XML.
- Strong capabilities in data stimulation and user interface design using MS Excel formulas and macros.
- Strong ability to design question structure and survey flow, contribute to issues related to survey design.

#### CUSTOMER SUPPORT/ QUALITY CONTROL

- Demonstrated attention to detail by performing routine inspections, following product quality control procedures, and proofreading survey reports.
- Experience in providing customer support in busy call centre environments for mystery shopping industry.
- Proven ability in providing accurate solutions and advice in a timely and professional manner via email.

#### OTHER

- Excellent analytical and practical problem solving skills demonstrated via academic and professional experience.
- Good communication skills in writing and conversing in English and Japanese.
- High level of comfort conducting business in a diverse range of cultures.

# PERSONAL PROJECT HIGHLIGHTS

## Tanto Management system

A real-world collaboration project with a high-end Japanese knife store.

<https://mct-project-t3-demo.netlify.com>

*Technologies used:*

*Node.js, React.js, Bootstrap*

Repository:

<https://github.com/okichan/major-project-term3>

## Wordsworth – Two-sided Market Project

An Airtasker-like translation portal for office workers and translators.

<https://wordsworth.herokuapp.com>

*Technologies used:*

*Ruby on Rails, Bootstrap, Heroku*

Repository:

<https://github.com/okichan/wordsworth>

## Personal Portfolio

My first personal portfolio web page.

<http://tomomioki.netlify.com/>

*Technologies used:*

*HTML5, CSS3, JavaScript*

Repository:

[https://github.com/okichan/portfolio\\_v2](https://github.com/okichan/portfolio_v2)

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## WORK EXPERIENCE

### Front-End developer intern

#### Serraview (2018 Feb)

<https://serraview.com>

Serraview is a cloud-based software company (SaaS) that provides space optimisation solutions. Their key service includes providing real-time data such as desk occupancy rate and peak people value to assist strategic control of clients' workspace.

- Worked on front-end development using Angular4 under supervision of senior developer
- Attended 2-week sprint meeting, daily stand-up

### Senior Production Set-up Officer

#### GBW (2015 – 2016)

<http://www.gbw.solutions>

GBW is a global Customer Experience and Mystery Shopping Agency that specialises in collecting customers' feedback for some of the world's largest brands. Their mission is to help clients track and improve customer experience by using a range of advanced products and services to ensure insights are accurate, current and applicable.

- Provided survey structure expertise to best suit each client's requirements
- Provided estimated cost for each project's start-up
- Investigated data and provided analytical findings for business decision purposes
- Attended kick-off meetings, provided feasibility recommendations

**Production Set-up Officer****GBW (2007 – 2015)**

By using in-house software...

- Created unique identification number associated to each mystery shopping projects, and maintained them throughout the survey lifecycle
- Programmed back-end survey logic and generated pdf forms
- Built client reports based on their mock-up design

**Customer Support/ Quality Control Officer****GBW (2007)**

- Quality control each report sent from mystery shoppers and spot contradictions, detect potential fraud
- Helpdesk for mystery shoppers, answer enquiries over phone / email

**Sales Assistant****Kondo Tricot (2006 – 2007)**

- Attended customers at an independent fashion boutique in Fitzroy

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## EDUCATION

**Coder Academy****2017 – 2018**

Diploma of Information Technology

**Oxford Brookes University****2004 – 2005**

English Language and Literature/Letters

**Yasuda Women's College****2002 – 2004**

Associate's Degree (Business, Commerce, Secretarial Management, English for Business)

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## ACHIEVEMENTS & INTERESTS

- 2017 ~: Regular Meetup tech events (Ruby and Rails, Junior Developers) goer
- 2017: Article contributions to an online travel magazine (TABIZINE – Japanese) as a freelance writer
- 2013: Mother's Day Classic 4K
- 2008: Acquired PADI Open Water Diver licence
- 2002: Faculty representative of the study abroad programme at the University of Southern Queensland (USQ).