

Takeshi Sugiyama

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Aspiring Data Scientist with 7 years of international experience in customer facing roles in Japan and the US. Experienced managing teams to translate data into sales growth in the E-commerce, IT solutions, and SaaS industry. I am following my passion for data and transitioning from a customer facing role to a data scientist.

SKILLS

• Programming and Data Analysis

- Python, Pandas, Scikit-Learn

• Data Visualization

- Python, Matplotlib, Seaborn
 - [Tableau](#): Completed 26 hours of courses analyzing data from CSV files and creating dashboards with animations, Sankey diagrams, scatterplots, level of detail calculations, hexbin charts, viola charts, likert scales, and etc.
 - [Microsoft Power BI](#): Completed 4.5 hours of courses analyzing data from CSV files and creating dashboards with treemap charts, chord charts, scatterplots, donut charts, and etc.
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EXPERIENCE

Galvanize

Data Science Immersive — *San Francisco, CA*

2020/3 — 2020/6

- Expected to complete a 3-months, 700+ hours data science immersive training program that covers core data science areas and skills including probability, statistics, databases, machine learning algorithms, and data visualization.
- Technologies used: Python, SQL, Pandas, Scikit-Learn, MongoDB, Spark.

Evernote

Customer Support Representative, Japan — *Redwood City, CA / Remote*

2018/12 - 2019/12

- Contributed on resuming partnership with Japanese resellers (securing \$1.2M in revenue annually) by promptly improving the Japanese support tNPS score by 40% in the first 2 months of employment.
- Led project management of upgrading software infrastructure with partner resellers and increased efficiency by 40%.

Syscom (USA) Inc.

Senior Account Manager — *New York, NY*

2017/2 — 2017/12

Account Manager — *New York, NY*

2015/8 — 2017/1

- Led the marketing strategy of IaaS products and increased client base by an unprecedented sixfold (generating \$100K in revenue annually) by analyzing and targeting customers that required inventory replacement.
- Led project management of 300+ IT projects successfully and generated 40% more revenue than colleagues by making proposals that meet customer needs, keeping track of schedule, timely communicating with parties, and making adjustments as necessary.

Rakuten, Inc.

Global Account Manager — *New York, NY*

2014/5 — 2014/8

Senior Account Manager — *Japan*

2013/8 — 2014/5

Account Manager — *Japan*

2011/4 — 2013/8

- Achieved top 5% performance in ad revenue out of 180 people by making 40% more outreaches than colleagues.
 - Managed a team of 4 people to achieve annual revenue target for 2013.
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EDUCATION

University of Hawaii at Manoa, Shidler College of Business — *Honolulu, HI*

- Marketing - B.B.A.
 - International Business - B.B.A.
 - Courses included: Statistical Analysis for Business Decision
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OTHER SKILLS / ACTIVITIES

- **Japanese**: Native in Reading, Writing, and Speaking. Lived in Japan for more than 13 years.
- **E-commerce**: [Etsy](#) & [Google Ads](#), **2018/12-Present**: Launched Etsy shop that completed 40+ orders with 5 star rating. Oversees analytics, marketing, and communications.
- **Social Media**: [Blog](#) & [Twitter](#): Writes a Japanese blog that analyzes harm reduction policies using data. Expanded social media platform with more than 8K monthly readers and 2.5K Twitter followers.
- **Executive Advisor**: [The Society Concerned about Gambling Addiction](#), **Japan, 2019-Present**: Serves as an advisor on social issues surrounding harm reduction policies in Japan.