Shota Uwabo

Personal Information
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Certification
• TOEIC 775 2011
• Driver's license 2010
• The 2nd Class of swimming certificate 2008
• Open water diver license 2013
• Fire/Disaster Protection Manager (防火防災管理者) 2020

Supporting Background
• Internal IT support
• Inventory/Equipment Maintenance Support (Phone, Laptop, Desktop setup and support, building Windows/Mac/Ubuntu OS)
• Helpdesk support (Multiple communications)
• Remote customer support
• Data Center hardware (server& switch mainly) troubleshooting/repair support
• Python Programming
• Handling product online/onsite trainings for distributors & external customers
• Mobile device management support

Professional History

Jamf Japan
Technical Support Specialist
Feb 2022 to Present
Provide technical supports to Jamf MDM customer mainly.
・Jamf console test with test iOS devices & MacBooks including new functions accordingly.
・Provide technical support to customers via phone ,email(case) and live chat daily.
・Reproducing customers technical issues.
・Jamf Certified Tech via Jamf 100/200 course.

American engineering corporation
IT Infrastructure Engineer (Temp)
Sep 2021 to Jan 2022 (short-term contract)

Provide infrastructure supports for The US military bases in Okinawa Japan.

Raritan Japan
Technical Sales & Support Engineer
Jan 2020 to Aug 2021 (Due to moving to Okinawa Japan)

Provide technical supports mainly to customers/distributors and Raritan Sales team.

・Raritan PDU/KVM units test
・Technical support to Raritan Sales team (Presales support)
・Technical support to Customers/Distributors (Post sales)
・Firmware evaluations
・Product trainings to Customers remotely/onsite
・Trouble shooting support
・Create Python scripts for PDU remote control etc.
・Documents translation (EN → JP)

The duties other than the above.
・Handling fire/disaster safety for Raritan office. (As a Fire/Disaster Protection Manager)

Amazon
Feb 2017 to Jan 2020

Amazon Web Services
Data Center Technician
 Jan 2018 to Jan 2020

*************Joined via Amazon Internal transfer program*************

24/7 Data Center Operation

Troubleshooting and fixing server/network hardware issues mainly
· Dealing with trouble tickets to meet the SLA
· Performing isolation tests
· Troubleshooting and remote fix via console tools
· Parts replacement such as HDD, SSD, PSU, NIC, DIMM, linecard, optic and motherboard

· Switch replacement
· Fiber cabling
· Emergency server rack down care
· Projects

The duties other than the above.
· Joining recruiting events to help the team to hire more people

Amazon Japan
IT Support Technician
Feb 2017 to Jan 2018

Joined as a member of global IT team responsible for the support of internal users, more than 2300 users, in Tokyo Japan office.
• Windows, Mac, and Ubuntu OS installation
• Windows OS upgrade project
• Software installation support such as Adobe etc
• Desk phone configuration
• Internal user support via including remotely face to face, online chat and phone calls
• Troubleshooting (hardware issues, system issues and software issues etc.)
• Data migration through a hardware replacement.
• Server shut down&restart as a part of office planned outage
• System validation

Astreya Japan
IT Support Technician/Inventory Specialist @Google Japan
May 2014 to Feb 2017

Joined as a member of global IT team responsible for the support of internal users in the Asia Pacific region including 1500 users in Tokyo Japan

• Hardware Setup (OS installation and distribution)
• Internal support for the client's corporate IT equipment
• Hardware Inventory and asset management
• Cycle count
• First line of troubleshooting for VC systems

- Daily VC room inspection
- Manage corporate loaner SIMs and phones
- Repair escalation
- Trainer for a new hire in Taiwan, Taipei office

Mirait Technology
IT Helpdesk
Jun 2012 to April 2014

Taking in charge of helpdesk support on behalf of some major IT companies accordingly.
- Support clients though Helpdesk support (24/7)
- Receive either phone calls from clients or local service providers about network issues
- Escalate network issues (outage etc.) to an engineering team
- Check network diagrams accordingly
- Ping test to isolate network issues
- Communicate with an engineering team to isolate a cause
- Reach out to local customers (outside of Japan) via phone calls
- Follow up dispatching of engineers
- Translate English to Japanese & Japanese to English for customers and engineering teams
- Support different kind of customers simultaneously
- Report any update or RFO (reason for outage) to customers etc

Hino Cable TV
Information Operator
Feb 2011 to May 2012

Joined as a member of their call center team.
- Take care of customers' questions via phone calls and solve their problems or fulfill their requests
- Preparation of customer info documents for sales people

Education
College of Central Florida 2010
Art; member of swimming team
Shakuji High School (東京都立石神井高等学校) 2006

Language Skill

Japanese: Native\\ English: Business

Interests

• Creating and releasing own website via AWS cloud as a hobby/testing purposes
• Python Programming – Web scraping & API