***Shota Uwabo***

**Personal Information**

Phone: +81-80-7724-0398\\ E-mail: uwatude1@gmail.com

Location: Okinawa JP since 2021

**Certification**

• TOEIC 775 2011

• Driver 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

• Jamf 100/200 2021

**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 technical support (MacOS & iOS)

• IT Infrastructure work at the US military bases in Okinawa.

**Professional History**

**Jamf Japan**

***Technical Support Specialist***

Feb 2022 to Present (working remotely from Okinawa)

Provide technical support to Jamf MDM (Mobile device management) customers 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.

・Deal with Jamf customers’ technical matters and provide them technical solutions daily.

・Reproduce 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 support to The US military bases in Okinawa Japan.

・Working on IT related projects such as security, network & audio visual related devices installation in the bases.

・Support customers (The US military bases) via troubleshooting of security, network & audio visual related devices when needed.

**Raritan Japan**

***Technical Sales & Support Engineer***

Jan 2020 to Aug 2021 (Due to moving to Okinawa Japan)

Provide technical support 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

・Troubleshooting 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 (Japanese language support only).

• Take care of customers’ questions via phone calls and solve their problems or fulfill their requests

• Preparation of customer info documents for salespeople

**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 for mobile browsers via AWS cloud as personal hobby/learning & testing purposes

(My test website: [外食先リスト](https://webhosting-udemyyy.s3.ap-northeast-1.amazonaws.com/index.html) that is the list of available restaurants’ menu each at my neighbors + my personal interests etc.)

• Python Programming – Web scraping & API