

VITOR TAKAO KIHARA

SOFTWARE DEVELOPER

📞 (236) 412-0389

✉ vitortk@hotmail.com

in linkedin.com/in/vitorkihara

📍 New Westminster, BC

PROFILE

As a software developer with over six years of experience, I have a strong foundation in Computer Science and a passion for creating high-quality software. I am a graduate of FIAP, and have a track record of delivering user-friendly, scalable, and bug-free applications. I am dedicated to producing software that meets the needs of users and exceeds their expectations.

EDUCATION

Bachelor's Degree in Computer Engineering

FIAP (São Paulo, Brazil) 2012-2017

SKILLS

SQL	Python
Java	MongoDB
OutSystems	Jira
Agile & Scrum	Pega

LANGUAGES

English	(Professional Proficiency)
Portuguese	(Native)

CERTIFICATIONS

Associate Reactive Developer OutSystems -
Jul 2023

PROFESSIONAL EXPERIENCE

Canaccord Genuity - Vancouver, BC

PEGA SUPPORT ANALYST, Feb/2022 - Sep/2022

- Provided end-to-end engineering support, including designing, configuring, testing, and troubleshooting systems.
- Collaborated with users to define functional specifications for hardware and software solutions.
- Managed and resolved complex incidents using Jira and ServiceNow, ensuring minimal disruption to operations.
- Authored and maintained comprehensive user manuals and technical guidelines.

Deloitte - São Paulo, Brazil

SOFTWARE DEVELOPER, Jun/2018 - Nov/2021

- Developed REST applications and microservices using OutSystems, Java, and Python.
- Conducted unit testing and implemented object-oriented programming solutions.
- Designed and deployed over 100 production packages with minimal downtime.
- Monitored production environments and created detailed reports to meet stakeholder requirements.
- Enhanced system performance by identifying and resolving bottlenecks in collaboration with cross-functional teams.

Deloitte - São Paulo, Brazil

JUNIOR SYSTEM ANALYST, Apr/2017 - Jun/2018

- Delivered support for business applications and infrastructure in production environments.
- Managed over 10 production tickets daily, maintaining a customer satisfaction rating of 95%.
- Prioritized and resolved tickets in collaboration with global teams, ensuring timely resolution.

Geber Outsourcing - São Paulo, Brazil

SUPPORT ANALYST, Apr/2013 - Apr/2017

- Installed and maintained IT equipment and configured servers with Windows and relevant software.
- Ensured proper server setup and system functionality for clients.