RAPHAEL TOMOHIKO YAMADA

A candidate that offers, customized abilities, multi-tasked and a fascination with learning which can provide an improvement in the team's performance through the management proficiency to achieve the objectives.

SUMMARY

- Canadian experience at Douglas College, 18 Wheels Logistics and Walmart;
- Experience in help desk, system assessment, support in hardware / software / network /Audio and Video / mobile / printers and other digital peripherals;
- Volunteer at Code Club;

PROFESSIONAL EXPERIENCE

COMPUTER TECHNICIAN

DOUGLAS COLLEGE

November 2019 ► March 2020. (Temporary)

Coquitlam, BC.

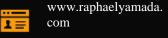
- Advanced in-person user support;
- Installations, configuration, maintenance, troubleshoots of hardware/software/AV equipment and peripherals;
- Maintain Systems / Network administration and technical support wide campus/departments;
- Provide strong customer relationships and a high level of customer satisfaction.

LOGISTICS COORDINATOR

18 WHEELS LOGISTICS

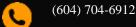
July 2019 ► October 2019.

Burnaby, BC.









- Improvements in the spreadsheet using VBA and excel formulas;
- Development of SOP, documentation and workflow;
- Testing and suggesting improvements in the current system;
- Train employees to use Transportations/Warehouse Management System;
- Supervise shipping, receiving and distribution operations.

STUDENT ASSISTANT

DOUGLAS COLLEGE

January 2018 ► April 2019.

New Westminster, BC.

- Accountable to create and promote events for Douglas International using social media;
- Share information and surveys with new students through Google Docs;
- Help new students navigate through the Douglas College / Blackboard website;
- Inspire students to interact with new international students;
- Assist all the students with any issues regarding the college;
- Clerical duties, booking and confirmation of events.

EDUCATION

2018 ► 2019 | Double Post-Degree DOUGLAS COLLEGE

International Business Management & Information and Communication Technology.

2018 | Diploma

FORUM INTERNATIONAL TRADE (FITT)

International Trade.

2010 ► 2012 | Double Degree UNIVERSIDADE METODISTA DE SAO PAULO

Administration emphasis International Business & Marketing Strategy.

SKILLS

Computer:

- Proficient in Microsoft Office;
- Knowledge Programming language: MS Excel VBA, C#, Java, Android;
- Web development: HTML 5.0, CSS, JavaScript, PHP;
- Database: SQL.

Language:

- Portuguese Brazilian
- Japanese beginner



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