
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;
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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.
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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.
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www.raphaelyamada.com



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– V3M 3Z6



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(604) 704-6912

STUDENT ASSISTANT

January 2018 ► April 2019.

DOUGLAS COLLEGE

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.
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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.
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Language:

- Portuguese Brazilian
- Japanese beginner



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