www.raphaelyamada.com

520, 10th St, Apt 204.

New Westminster, BC – V3M 3Z6

raphael\_yada

@hotmail.com

(604) 704-6912

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

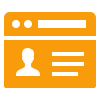
November 2019 ► March 2020. (Temporary) Coquitlam, BC.

* 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.

www.raphaelyamada.com

520, 10th St, Apt 204.

New Westminster, BC – V3M 3Z6

raphael\_yada

@hotmail.com

(604) 704-6912

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