# Zilfira Gibatullina

ENTRY LEVEL SOFTWARE ENGINEER

## Details

Amstelveen Netherlands
0687560250
zilya.gh@gmail.com

## Skills

HTML/CSS

JavaScript

Bootstrap

WordPress

GitHub

Ability to Multitask

Ability to Work in a Team

Adaptability

Communication

Highly Organized

Problem Solving

Time Management

## Languages

English

Japanese

Russian

## Hobbies

Surfing, Yoga, Doodling

# Employment History

### Software Engineer, Lime Design Lab, Kyoto Japan
DECEMBER 2020 — PRESENT

Projects:

- Corporate landing page
- Corporate website for model agency
- Redesign of Wordpress website for pharma company
- Logo and thumbnails design

### Bridge Engineer, Earth Technology, Tokyo Japan
MARCH 2020 — NOVEMBER 2020

Project: Technical Support of AI Robot

Details:

- Responding to customer questions and complaints by email
- Creating troubleshooting flowcharts using excel
- Attending Global meetings/Collecting and organizing data in tables to share it with other team members

Tools: Salesforce, Google Chat, Google Meet, Google Sheets, Slides, Forms, Zendesk

### Sales Interpreter, Relationship, Tokyo Japan
FEBRUARY 2019 — SEPTEMBER 2019

Project: JAL Duty Free Shop in Haneda Airport

Details:

- Organization of training programs for newcomers from different countries/creating a training manual
- Evaluating customers' language needs
- Translating from Japanese to English or Russian and vice versa
- Handling customers' complaints in a professional and diplomatic way

Tools: Gmail, Microsoft Office (Word, Excel)

### Guest Relation Officer, Relationship, Okinawa Japan
FEBRUARY 2017 — DECEMBER 2018

Project: The Busena Terrace Hotel

Details:

- Maintaining and organizing data, making room assignments using excel
- Supporting and supervising new staff (Providing instruction to new staff members)
- Organizing events for customers such as showroom
- Translating hotel brochures from English and Japanese to Russian
- Answering guests phone calls

Tools: Gmail, Microsoft Office (Word, Excel)

# Education

### Humanities & Culture, Tsukuba University, Tsukuba Japan
OCTOBER 2014 — SEPTEMBER 2015

Short-term student exchange program

### Japanese Philology, Kazakh Ablai khan University of International Relations and World Languages , Almaty Kazakhstan
SEPTEMBER 2012 — JUNE 2016

## Courses

**Wordpress Developer Course, Udemy**

JULY 2021 — PRESENT

**The Complete JavaScript Course, Udemy**

FEBRUARY 2021 — PRESENT

**Real-World Websites with HTML & CSS, Udemy**

DECEMBER 2020 — JANUARY 2021

**The Complete 2021 Web Development Bootcamp, Udemy**

JUNE 2020 — SEPTEMBER 2020

**Cisco CCNA Training, Earth Technology**

MARCH 2020 — APRIL 2020