

Hanako Shoei

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SUMMARY OF QUALIFICATIONS

- Application Engineer with 4 years experience in system development for entertainment industry with expertise of developing systems for video streaming and e-commerce.
- 2 years of experience in technical support on hardware, software and network not limited to software development.
- Proven ability in project management including planning, analysis, design, implementation and testing.
- Team player with track record leading cross-functional project team including outsourcing engineers.
- Good command of English with TOIEC 705.

TECHNICAL SUMMARY

[Languages] C/C++, XML, Java, Perl, PHP
[OS] UNIX (Solaris, HP-UX), Linux, Windows OS, Max OS X
[Database] SQL, Oracle
[Hardware] Windows PC, Macintosh

WORK EXPERIENCE

Shoisha System Co., Ltd., Tokyo

2005/7 to Present

Application Engineer, Video Software Division (2008/4 to Present)

- Work on application development for hosted video streaming service.
- Direct project including requirement definition, system design and programming.
- Evaluate new technologies and incorporate them into system design.
- Coordinate and oversee internal and outsourcing engineers.

Major Accomplishments

- ✓ Developed video streaming server software delivering on-demand video solution.
Position: Project Leader, Project Member: 5, Project Length: 8 months from 2008/5
Environment: [OS] UNIX, [Language] UNIX C++, XML
- ✓ Proposed solutions to maximize download speed for video streaming service.

System Engineer, E-Commerce Development Division (2005/7 to 2008/3)

- Developed e-commerce systems for various enterprise customers.
- Designed and maintained e-commerce web site along with efficiency solutions.

WORK EXPERIENCE (CONTINUED)

Major Accomplishments

- ✓ Developed e-commerce web site including CRM system for cosmetic industry.
Increased web site's conversion rate by 50%
Position: Project Leader, Project Member: 3, Project Length: 5 months from 2005/7
Environment: [OS] UNIX, [Language] C++, XML, PHP

ABC Network Corporation, Tokyo

2003/4 to 2005/6

Support Engineer, Technical Support Division

- Provided first level support for enterprise customers by phone and email on hardware, application and network installation problems.
- Delivered on-site trouble shooting support for implementation and maintenance of basic network system.
- Maintained and updated customer support database.

Major Accomplishments

- ✓ Delivered technical support to 100 onsite users and 500 offsite users.
- ✓ Designed and built on-line customer support system reducing support cost by 30%.

LANGUAGE SKILLS

English Intermediate, TOEIC 705, 2003/10
Japanese Native

CERTIFICATIONS

Certified Class I Information Technology Engineer, 2006/5

EDUCATION

Bachelor of Science degree in Computer Engineering, XYZ University, Tokyo, 2003//3
Completed 1 months English program, ZYX College, New York, 2002/7