

# Manami Naito

I am versatile web developer with comprehensive skills in both frontend and backend technologies. Recently, I completed a professional web application development course, expanding my expertise in HTML, CSS, Javascript, Node.js, PHP, MySQL, and Docker. Certified as Scrum Master (PSM1), I thrive in Agile and Kanban methodologies, consistently endeavoring for excellence in dynamic Web and IT environments. My robust work ethic, combined with my background, drives my commitment to continuous improvement and exceptional results delivery, for both the team, and the company.

## SKILL SUMMARY

I possess a diverse and unique skillset that spans web development, community management, and customer service. Additionally, I consider myself to excel in project management, iterative improvements, problem-solving, and effective communication, demonstrating qualities such as calmness, teamwork, and efficiency, that ultimately translate into valuable business contributions.

## EXPERIENCE

### Programming Intern, BAKE 250

07/2024

- Developed an email layout generator using PHP, Symfony and Composer enabling users to create HTML code of email templates with customizable layout, colors, and typography.
- Programmed a Wordpress Plugin that displays posts in a grid layout utilizing the InstagramAPI.
- Designed a logo using Adobe Illustrator.

### Commission Staff, ENAGIC EUROPE GMBH

07/2019 - 01/2023

- Managed payments through SAP(B1), in-house software, and Excel, handled approximately 150-200 daily transactions out of approx. 500.
- Spearheaded and executed business-wide improvements, including the digitalization of documents, creation of custom Excel macros, and the introduction of modern tools such as Slack, Atlassian Confluence, Adobe Acrobat Pro, among others.

### Freelance Web Designer

10/2016 - 06/2019

- Designed websites with Adobe Illustrator and Photoshop, both for the computers and smartphones.
- Developed using raw HTML, CSS, and Javascript, with tools such as Visual Studio Code and Git
- Spearheaded sales and client acquisition efforts for four companies, focusing on understanding their unique needs and tailored services accordingly.
- Hosted bi-weekly client meetings throughout a production period of 1.5 to 3 months, diligently gathered insights into customer preferences and expectations to deliver precisely tailored services.
- Proactively advocated the use of WordPress and other services, including strategies, and guidelines towards the customer for self-service and continued maintenance.

### Website Coding/Programming Intern, WAN55

11/2018 - 12/2018

- Executed HTML and CSS coding with precision, guaranteed pixel-perfect accuracy aligned with provided design images, conducted mobile optimization through responsive design techniques, ensuring seamless user experience across various devices.
- Implemented through JavaScript code to enhance website functionality and user interactivity.
- Designed banners to enhance visual appeal and engagement on the website.

## CONTACT INFO

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## HARD SKILLS

HTML5, CSS3, Javascript, Node.js (incl. Express, EJS), PHP (incl. Symfony, Composer), MySQL, CMS (WordPress, Movable Type), Docker, Debugging, Project Management (Jira, Confluence, Redmine), Git, Scrum, Agile, Adobe Illustrator, Adobe Photoshop, Responsive Design, Web Accessibility, Visual Studio Code, Community Management, Community Outreach, Microsoft Office(incl. Excel Macro, VBA), SAP for business, Digital Data Collection, Social Media Marketing (X, Facebook, Reddit), Customer Service, Language Teaching

## SOFT SKILLS

Efficient Delivery, Time Management, Fast-Learner, Problem-Solving, Accuracy, Calmness, Patience, Multitasking, Progress Management, Analytical Skills, Speed, Streamlining, Creativity, Communication, Psychological Insight, User Understanding, Negotiation, Proposal and Planning, Business Quality Improvement, Popularity, Empathy, Teamwork, Design Skills, Precision, Discipline, Perseverance, Listening and Comprehension, Customer Requirements Elicitation

## LANGUAGES

Japanese ●●●●●

English ●●●●●

Spanish ●●●●○

Portuguese ●●●○○

Italian ●●○○○

## Customer Service Agent, AGODA TRAVEL AGENCY JAPAN

03/2017 - 04/2018

- Managed and negotiated customer requests and bookings from domestic and international clients and hotels.
- Conflict and problem resolution, with a focus on achieving Key Performance Indicators (KPIs), handled an average of 12 phone calls and 45 emails per day within a 7.5-hour timeframe.
- Maintained a CSat score of 85% or higher, been recognized and appointed as a specialized agent for partnership reservations with sister company Booking.com, adapted to two distinct service policies and procedures based on customer booking paths.
- Elected member of the 'Agoda Funstar' team, enhanced employee satisfaction through organizing monthly events and distributed newsletters featuring staff highlights.

## Community Service Specialist, TOYLOGIC INC.

09/2015 - 09/2016

- Improved the usability and visibility for multiple original video-game titles targeted English-speaking users.
- Crafted and posted announcements for weekly in-game events and bimonthly updates in Japanese and English, with the aim of engaging and informing the player community through the official websites, social media (Facebook & X), and Steam platform.
- Overseen social media channels, offered user support, and bolstered the game's reputation through strategic posts as well as compiled user feedback from forums and SNS communities, translated it into Japanese, and utilized the insights to enhance the overall user experience.

## Freelance Welcome Board Designer

02/2015 - 07/2017

- Designed and ordered the wedding's welcome boards
- Prepared the brand website by learning of HTML, CSS, and JavaScript, aiming to enhance online visibility and attract more clients.

## EDUCATION

### Universidad Nacional Autónoma de México

[Mexico City, Mexico] 08/2011 - 08/2012

Governmental Scholarship Program (CONACYT)

### Kanda University of International Studies

[Chiba, Japan] 04/2006 - 03/2010 Bachelor Degree

Brazilian Language and Culture / Japanese Language Education

### Università per Stranieri di Perugia

[Perugia, Italy] 03/2008 - 08/2008

Italian Language and Literature

## TEST SCORES & COURSES

### Professional Certificate - Web Application Development

Grup Cief, 510h - 2024

### Professional Scrum Master 1

Score 91.3, 2021

### Ultimate Agile Scrum Master Certification Training

2021

### German Language A2

L.A.N.E.S Germany, 2019

### Professional Training - Website Creation

Waseda IT Educational Center, 336h - 2018

### TOEIC SCORE 860

2016

### Graphic Art and Illustrations for Infants

Escola Joso, 2015