

**Name:** Rahaman Md Mostafizur  
**Languages:** Japanese: (Fluent), English: (Business Level); Bengali: (Native); Hindi (Basic).  
**Date of Birth:** 21<sup>st</sup> Nov 1983.  
**Gender:** Male  
**Nationality:** Bangladesh  
**Current Location:** Chiba Prefecture, Japan.  
**Start Date:** 1 month notice  
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**Bilingual professional with 16+ years of experience in IT Technical Support and IT Engineering/Consulting in Japan.**

- **9+ years** of experience as a Tech Support, IT Engineer, and in-house Technical Consultant at Amer Sports/Precor Japan and Media4u.
- **6 years** of experience as a Bilingual System Support and Tech Engineer at SOFMAP – Group of BIC Camera.
- Great in global communication and team building, leadership capability, self-motivated, high efficiency, etc.
- **Team Lead/Management:** 10-15 members and external vendors.  
\*\*\*Successfully led an IT team at Precor Japan (Amer Sports), overseeing in-house IT support, infrastructure upgrades, and regional tech consulting projects for a new Product.
- **Core Tech Skills:**
  - (i) Operating Systems: Windows & Android.
  - (ii) Network & Systems: Yamaha/Cisco (L2), Headend system, Hospitality IT/AV system, Cast Server, etc.
  - (iii) Hardware: Printers, Routers & Switches, and IT/AV Server, and Cast Server.
- **Other IT/Core Skills:**  
Testing, Team Lead, Train Engineers, Software Deployment, Fitness equipment Systems/Server and Network Consulting (in-house), IT Engineering, Message Routing ~ Filtering, SMPP, UCP, SMS API, etc.
- **Expert in using:** Salesforce, SAP, Slack, Teams, Chatwork, HubSpot, (DV: Shortcut and Backlog).

**[EXPERIENCE]**

**Media4u Co. Ltd. - Tokyo, Japan**

**Sep 2024 ~ Present**

**Team Leader (IT Technical Support)**

- Web-based Internal Manual Creation (Google App Script & HTML, AI):  
Converted internal manuals to a web format using Google App Script and HTML, improving accessibility and reducing employee inquiries.
- Technical Team Reorganization & Service Review:  
Redesigned the technical support team structure and optimized service workflows, implementing SLAs and KPIs to enhance quality and customer satisfaction.
- Troubleshoot and resolve software and hardware issues, analyze challenges and root causes.
- Manage software deployment, including beta testing before release.
- Support and development of engineers within the group, optimizing service operation and system maintenance from a technical perspective.
- Message Routing and Filtering: Ability to route SMS messages correctly, handle different carriers, and implement filtering techniques to block spam or unwanted messages.
- Familiarity with the SMS protocols and how messages are transmitted between systems, including the use of SMPP or UCP for message transmission.
- SMS API Usage: Proficiency in working with SMS APIs to send automated messages, track message delivery, and handle inbound messages.

- Provide direct support to clients.

**Precor Japan Co. Ltd. - Tokyo, Japan**

**Mar 2021 ~ Aug 2024**

**Amer Sports Japan Co. Ltd. (Precor dept.) - Tokyo, Japan**

**Oct 2015 ~ Mar 2021**

**Admin For Japan Network (Fitness) - IT Technical Support Department (Network-SW-HW)**

\*\*\*Precor follows the same role/workflow as Amer Sports Japan.

- Provide nationwide network and in-house system technical consulting support.
- Troubleshoot and resolve software and hardware issues, analyzing challenges and root causes.
- Led beta testing as a pilot for technical operations, quality, and performance prior to new product releases.
- Manage software deployment, including overseeing beta testing before release.
- Led network and IT/AV system operations and hardware maintenance as a technical consultant for Android-based fitness devices.
- Responsible for L2 network infrastructure, operation, and maintenance for in-house services.
- Provided bilingual technical support to internal and external clients.
- Supported the training and development of new engineers within the group and the third-party vendors.
- Collaborated with sales and marketing teams to address product quality and service-related issues, analyze data, and implement improvements to enhance customer satisfaction.
- Managed the introduction, warehousing, and logistics operations for network devices, ensuring coordination with the operations team for efficient deployment and delivery across locations.

**Project #1: Head-end System Development and Implementation**

- 2017-2018 System re-designed, developed, built, and operated American-style head-end systems nationwide, tailored to in-house equipment in a Japanese environment.
- Managed third-level escalations of internal and external (customer, end-user, etc.) issues to the US-based technical and development team.

**Project #2: Network Fitness New Product Deployment and Implementation**

- Led the end-to-end management of new product launches, including the P82 Series (2017–18) and P94 Series (2023–24).
- Successfully designed, developed, implemented, and operated the new product, including nationwide deployment of the cast server and network infrastructure.
- Successfully led a technical engineer team of Precor Japan (Amer Sports Japan), providing bilingual technical consulting, overseeing nationwide IT/AV system operations, managing software deployment and beta testing, and supporting Android-based fitness systems.
- Actively collaborated with APAC and USA technical and development teams to resolve field service issues, fix system bugs, and drive product and software quality improvements.
- Managing **Agile/SAP** release notes for product release. Schedule and support for the first phase onsite installation.

**NSFuture. CO., LTD - Tokyo, Japan**

**Oct 2014 ~ Sep 2015**

**Support Engineer - IT Helpdesk/Technical Support**

- Client technical support by phone, email, or by remote access.
- Supporting OS WIN7, Office software, and e-mail software.
- Perform troubleshooting, problem resolution, and analysis of the issues and causes.
- Creating the work manual sheet, operation sheet, and resolution sheet.

- Provide information on various affairs and procedures related to help desk operations.
- Contact and coordination with the relevant department's mechanisms.
- Set action plan and goals.
- Confirm Real-time communication with the client.
- PC kitting, system settings, and App installation.
- On-site client support for installs, deployment, and troubleshooting.
- Bitlocker, SARS, and Ghost system settings.
- Creating the current project growth simulation and the new business plan.

**SOFMAP CO. LTD. (Group of BIC camera) - Tokyo, Japan**

**Aug 2008 ~ Aug 2014**

**Technical Engineer/System Support (Bilingual)**

**Team Leader**

- Monitor overseas business performance and improve services.
- Hardware selection, negotiation, installation, and providing technical advice for clients to set up the hardware environment and their applications, performance analysis, technical troubleshooting, and internal system management tools to ease consulting work.
- System monitoring & troubleshooting (network, printer, pc to pc).
- Hardware, all brands, and clone pc and installation of OS and software.
- Troubleshooting customer claims & Testing claim hardware by phone & support by email.
- Analyze and determine the cause and solution for enterprise products.
- Construction of internal verification of environmental issues in reproduction.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Assistance with training of staff and compiling procedural documentation.

**Team Lead:**

- Lead team members towards success and carry out all direct responsibilities to achieve business strategies and departmental goals.
- As a leader, proactively implement positive changes and contribute to the sales of in-house products, driving future business growth.

**Key Achievements:**

- Managed team members while developing marketing strategies based on business objectives. Secured the annual marketing budget and successfully increased service awareness.
- **IT Support:**  
Responsible for domestic, internal, and external technical support for in-house services and products, communication and escalation with the overseas headquarters and other countries in English, as well as improvements and development related to issues concerning firmware, hardware, and software.

**[EDUCATION]**

- **Tokyo Institute of Technology, Japan** **Apr 2006 ~ Mar 2008**  
- Bachelor's degree in Computer Networking.
- **Academy Of Language Arts - Tokyo, Japan** **Aug 2004 ~ Mar 2006**  
- Japanese Language Course.