

IVAN VANDERMERWE

info@saeculii.com | Tokyo, Japan

PROFESSIONAL SUMMARY

Professional with 20 years of experience and a demonstrated ability of utilizing a blend of expertise, educational, and skill set to develop innovative strategies that benefit stakeholders by driving sustained, multi-year revenue growth. Expert at fostering client relationships through personalized services and prompt issue resolution, achieving exceptional customer satisfaction ratings (5.0 scale). Successful at managing large international cross-functional teams of up to 15 members to successful project completion. Proficient in Japanese, enabling the exploration of business opportunities across multiple domains and lead diverse, multicultural multilingual teams.

RELEVANT WORK EXPERIENCE

Manager

June 2004 - Current

SAECULII Y.K., Tokyo, Japan

- Personalized services and bolstered trust by swiftly resolving issues, securing a 93% retention rate of pivotal accounts, which propelled a 55% annual revenue increase over three years.
- Led diverse international cross-functional teams (from the UK, US, Spain, Australia, and Japan) in successfully completing over 105 highly complex integrated solutions projects, achieving a customer satisfaction rating of 4.7 out of 5.
- Developed the company's flagship product, Integrated Japanese Linguistic Solutions, driving the acquisition of 11 corporate accounts within its inaugural year of launch.
- Directed in-house translation teams to deliver top-quality translations, meticulously overseeing the translation, proofreading, and editing processes for high-stakes projects catering to international clients across diverse sectors including business, finance, legal, literature, marketing, science, and technology. Created [Certified Japanese Translation Services](#) to enhance company's traditional translation service.

OTHER WORK EXPERIENCE

Senior IT Engineer

Chuotsuun Ltd., Tokyo, Japan

- Conducted comprehensive analysis of 3 vendor proposals for enterprise hardware and software solutions, played a pivotal role in the evaluation and selection process, and provided decisive recommendations to executive management for final decisions.
- Spearheaded the deployment of an enterprise server solution, seamlessly integrated the corporate intranet with a third-party accounting software package and led the training and mentorship of a team of new hires.

IT Specialist

Mezun, Inc., Baltimore, MD, USA

- Instrumental in overhauling revenue modules for the company's data-driven web portal, leading to a 17% rise in customer acquisition within the first month.
- Led the successful implementation of 7 small business websites, overseeing tasks such as defining project scopes, creating and managing work plans, handling issue and scope changes, facilitating stakeholder communication, and directing documentation and team coordination efforts.

Financial Analyst

MCI WorldCom, Inc., Washington, DC, USA

- Compiled and reported corporate response to U.S. Department of Commerce, Bureau of Economic Analysis benchmark surveys.
- Developed comprehensive financial reports for 35 affiliates worldwide, encompassing analyses of financial position, operational performance, cash flows, capital structures, mergers, supplementary schedules, auditors' reports, and footnotes.

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Systems Consultant

American Express TBS, Baltimore, MD, USA

- Authored and delivered comprehensive financial reports and presentations for key venture capital fund clients, showcasing insights and performance metrics.
- Engineered software solutions enhancing financial analysis for two 1-billion-dollar real estate venture capital funds, focusing on ratio analysis, investment valuation (payback period, accounting rate of return, internal rate of return, net present value, profitability index), capital structure, and working capital optimization.

SKILLS

Research and analysis, business development, internet marketing, account management, project management, technical skills (hardware and software), programming (web and database), web application development, Japanese language, translation skills

EDUCATION

Master's Degree, Management Information Systems

University of Baltimore

Master's Degree, Business Administration (Finance)

University of Baltimore

Bachelor's Degree, Economics (Minor in Finance)

Hokusei Gakuen University

CERTIFICATION

- Japanese Language Proficiency Test (Level 1)
- Chinese Language Certification

MEMBERSHIP

- Japan Translation Federation Membership