Mike Livesey

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Summary

Cross-cultural consultant and project manager specializing in Japan–U.S. business operations. I help American companies avoid common pitfalls and build sustainable partnerships in Japan by aligning strategy, culture, and execution. Experienced across technology, education, and energy sectors with a record of improving operational efficiency, cutting costs, and strengthening collaboration between Japanese and international teams.

Professional Experience

International Student Coordinator, University, July 2025 - Present

- Coordinate discussions and correspondence between University and overseas partner institutions regarding new exchange agreements.
- Review and compare proposed contracts, document revisions, and summarize key differences to assist decision-making.
- Interpret English proposals and complex documents for Japanese colleagues, providing clear recommendations and context.
- Support international students with visa documentation and application procedures to ensure smooth entry into Japan.

Network Technician and Project Coordinator, Amazon Web Services, January 2020 - May 2022

- Planned and executed large-scale data center infrastructure projects across AWS facilities in Tokyo and Osaka, coordinating between Japanese vendors, local site managers, and global AWS teams.
- Managed end-to-end delivery of network hardware: created scopes of work, obtained bids from Japanese contractors, issued purchase orders, and tracked equipment through customs clearance and installation.
- Served as liaison between English-speaking management and Japanese technical staff to align project timelines, documentation, and safety compliance with AWS global standards.
- Installed and configured network and server hardware ("rack-and-stack"), estimated power loads, documented cut sheets, and ensured accurate labeling and cable management in bilingual environments.
- Led relocation and consolidation of on-hand inventory between regional data centers, generating over $124,000 USD in cost savings.
- Trained and supervised Japanese and international third-party technicians, ensuring quality, efficiency, and adherence to AWS operating procedures.
- Utilized advanced Excel tools (pivot tables, nested formulas, and macros) to produce custom reports for project tracking, procurement, and operational analysis.

Business Analyst and Project Manager, Energy Company, December 2017 - July 2019

- Supported the launch and operational stabilization of Energy Company's Japan division by coordinating between U.S. headquarters in Texas and local Japanese teams to align systems, processes, and priorities.
- Served as scrum lead and primary liaison between U.S. developers and Japanese management, translating technical and business requirements in both directions to ensure successful feature delivery.

- Managed rollout of new software features and system fixes: documented requirements, created mockups, tested completed functionality, and authored bilingual training materials for customer service staff.
- Produced recurring analytical and operational reports to provide U.S. executives with clear insight into Japan's performance, challenges, and opportunities.
- Implemented process improvements that increased operational efficiency, including a new collections program that recovered over $500,000 in overdue payments and payment system updates that reduced late payments by more than 50%.
- Introduced QR-code and credit card check-in systems that reduced annual conference registration time from three hours to forty-five minutes.
- Maintained trust and collaboration across time zones and cultures by mediating between stakeholders, resolving issues quickly, and ensuring deliverables met both technical and cultural expectations.

Marketing Assistant, East Nara Nabari Tourism Marketing, January 2017 - June 2017
- Assisted with tourism promotion to 2 cities and 4 villages in Mie and Nara Prefectures.
- Conducted focus-group analysis and advertising campaign analysis.

Senior Data Analyst, Team Velocity Marketing, February 2015 - September 2016
- Managed customer and vehicle data for national automotive marketing campaigns, ensuring data accuracy, audience targeting, and compliance with client budgets.
- Built and maintained campaign datasets by merging records from multiple automotive databases to meet campaign criteria and client goals.
- Documented standard operating procedures to train new team members and improve consistency across data operations.
- Partnered with the company's lead developer to automate data preparation workflows, translating manual processes into software requirements and testing the resulting automation for accuracy.
- Partnered with the lead programmer to automate 80% of the data team's daily tasks, saving 224 hours per week and allowing four team members to be reassigned to higher-value projects.
- Collaborated cross-departmentally with management and marketing teams to identify client opportunities, monitor budget utilization, and ensure data-driven campaign recommendations.

Awards and Certifications
- Introduction to Linux, The Linux Foundation, 2017
- Japanese Language Proficiency Test N3, Intermediate Japanese, 2014
- Eagle Scout, with three Eagle Palms, Boy Scouts of America, 2003
- Senpai of the Year, Mie Prefecture JET Program, 2014

Education
Bachelor of Arts in Psychology, Minor in Statistics — Summa Cum Laude (GPA 3.96/4.00)
James Madison University, Virginia, USA