

◆◇ Introduction of the panelist on **【Open Summit 2018】 Open Forum 2018 (GIS 108)**◆◇

2018/4/4(WED)



## Mr. Jun Yoshihara

Saison Information Systems Co., Ltd.

Director of HULFT Customer Service Department

TOGAF9 Certified / ArchiMate3 Certified

### Biography:

1997- DDI Tokyo Pocket Telephone Co., Ltd. (currently SOFTBANK CORP.)

Cope with inquiries from customer at customer service department,

Engaged in the planning / development / introduction of CRM system.

2010- Mixi Corporation

Transferred to the center in Sendai Miyagi, launched a new center,

engaged in a site surveillance work.

2011- Saison Information Systems Co., Ltd.

Assigned to the system service department,

work on support desk business for financial, distribution, package (HULFT).

2013- HULFT Technical Support Center (L1), Manager

2014- HULFT Customer Service Department, Quality Management Division, Manager

2015- HULFT Customer Service Department, Deputy Director

2017- HULFT Customer Service Department, Director (current position)

### Awards

CRM Best Practice Award 2015-2017 (awarded for 3 consecutive years)