

## Masahiko Tabuchi

NTT Com trainee for Arkadin  
as Product Manager for UC.

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**Training Period:** October 2014 to September 2015

**Assignment before training:** Marketing, Voice and Video

**Purpose of traineeship:** “At NTT-Com’s Head Office, I handled work related to overseas business. As a trainee I sought to acquire the knowhow that made possible business growth at our overseas affiliates. With this know-how I will be able to improve my performance at NTT Com and contribute to its business results and expansion.”

### Start up of UC services

“Arkadin is in a period of growth, and the scope of work each staff member is responsible for is quite wide. Because much emphasis is put on rationality, I often feel confused by having to do my job in a way different from how I did it at NTT Com.

At NTT Com we proceed with our work by using the collective wisdom of all members and getting agreement on the direction and content of what we do. However, at Arkadin, first a person in charge of a job investigates possible problem solutions, decides on a plan, and then carries out discussions and revisions as necessary while proceeding with the job.

I had doubts because I was not used to this way of working, which I thought would be a time-consuming method requiring a lot of going back and reworking things; however, individual Arkadin staff members had a broad vision and showed much skill in their work. They were also superb at taking quick action. They were able to rapidly make adjustments by responding promptly to radically changing customer needs. I was very surprised by these points. During my one-year traineeships, I hope to build on my experiences of Arkadin’s working style and acquire the ability to respond to radically changing customer needs and market competition.”