Phyo Arkar Soe

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Summary

Detail-oriented and proactive IT Support Specialist with over three years of experience in technical support, system maintenance, and ELV solutions. Skilled in troubleshooting hardware, software, and networking issues, as well as configuring devices and optimizing IT infrastructure. Proficient in managing Property Management Systems (PMS) and ensuring the seamless operation of ELV and IT systems.

Personal Information

Headline	: IT Support Specialist
Date of Birth	: 1999-09-15
Gender	: Male
Nationality	: Burmese
Total experience	: 4 Years
Current Position	: Electronics Engineering Technician
Country	: United Arab Emirates
Address	: Deira, Dubai

Skills

Property Management Systems (PMS), Hardware Installation, Network configuration, CCTV Systems, Electronic Systems, Technical Support, Troubleshooting, Service support, Problem-Solving, Customer Service, Time Management, Team Collaboration

Experiences

Title   : Electronic Engineering Technician

Company   : ALPHA SMART SECURITY SYSTEMS L.L.C

Location   : Dubai, U.A.E

Duration   : Feb 2024 – Present

Description   : Installed, configured, and maintained ELV systems including CCTV, access control. Troubleshooting hardware and software issues, configuring network devices (routers, access points), and maintaining computer systems. Diagnosed and resolved system faults in both ELV and IT environments. Trained users on ELV and IT equipment operation and maintenance. Provided exceptional customer service by addressing client concerns, offering technical support, and ensuring a smooth user experience with ELV and IT systems.

Title   : IT Support Specialist

Company   : ARYU INTERNATIONAL HOSPITAL

Location   : Yangon, Myanmar

Duration   : Oct 2022 – Jan 2024

Description   : Monitoring and maintenance of computer systems, networks, and printers to ensure optimal performance. Expertly install, configure, and maintain computer hardware, operating systems, applications, and printers to meet organizational needs. Skillfully troubleshoot and resolve system, network, and printer issues, identifying and rectifying hardware or software faults promptly and efficiently. Demonstrate proficiency in replacing parts as necessary for both computer systems and printers. Conduct thorough testing and evaluation of new technology to assess compatibility and effectiveness within the existing infrastructure. Delivered outstanding customer service by quickly resolving technical issues, providing clear communication, and ensuring user satisfaction with IT solutions.

Title   : IT Support Technician

Company   : PLUS WORLD CO.,LTD.

Location   : Yangon, Myanmar

Duration   : Jul 2021 - Sep 2022

Description   : Oversaw the performance and maintenance of computer systems and networks. Installed and configured operating systems and applications. Diagnosed and resolved hardware and software faults. Performed electrical safety checks and tested new technologies for integration.

Experiences

Title   : ELV Technician

Company   : JASMINE PALACE HOTEL

Location   : Yangon, Myanmar

Duration   : May 2020 - Jun 2021

Description : Managed and maintained computer systems, CCTV, printers, and PMS software. Installed and configured hardware and software applications. Troubleshot system and network problems to ensure uninterrupted operations.

Education

School Name   : Government Technical Institute (Shwe Pyi Thar)

Diploma   : Diploma in Electrical Power Engineering

Field of Study   : Electrical Power Engineering

Activities & Societies:

- Projects in GTI (Shwe Pyi Thar) Solar Smart City Project (Group Leader) at 2019
- Smart Home Project (Group Leader) at 2018

Diploma   : Diploma in Interconnecting Cisco Networking Devices (ICND2) v3 CCNA

Field of Study   : CCNA

Diploma   : Diploma in Information Technology Support

Field of Study   : IT Support

Languages

Myanmar (Native or bilingual), English (Professional working)