



Phyo Arkar Soe

IT Support Specialist & ELV Technician

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Nationality: Myanmar | Visa Status: Employment Visa (Transferable)

Summary

Detailed-oriented and proactive IT Support Specialist & ELV Technician with 5+ years of technical experience. Proven expertise in the installation, configuration, and maintenance of comprehensive ELV solutions, including CCTV, Access Control, Gate Barrier, and Intercom systems. Skilled in diagnosing hardware, software, and networking issues while ensuring seamless operations for critical infrastructure. Proficient in Property Management Systems (PMS) and Hospitality POS systems, delivering reliable technical support that enhances business continuity and operational efficiency.

Core Competencies

- ELV Systems: CCTV Installation & Monitoring, Access Control Systems, Gate Barriers, Intercom Systems, Fire Alarm Basics.
- IT Infrastructure: Network Configuration, Hardware Troubleshooting, System Maintenance, Windows OS.
- Hospitality Tech: PMS, POS Systems, Hotel IT Applications.
- Soft Skills: Technical Problem Solving, Vendor Coordination, Customer Service, Time Management.

Education & Certifications

- **CompTIA A+ Certified (Core 2: 220-1102)** | 2022
- **Diploma in Information Technology Support** | 2024
- **Diploma in Computer Networking - Revised** | 2022
- **Diploma in Electrical Power Engineering** | Government Technical Institute (Shwe Pyi Thar) | 2016 - 2019 | Graduated with Distinction

Professional Experience

Electronic Engineering Technician | Feb 2024 – Present

ALPHA SMART SECURITY SYSTEMS L.L.C | Dubai, U.A.E

- Spearhead the end-to-end installation, configuration, and maintenance of complex ELV systems, including CCTV surveillance, Access Control units, automatic Gate Barrier systems, and Intercom networks.
- Diagnose and resolve technical faults across both ELV and IT environments, ensuring 99.9% system uptime for clients.
- Troubleshoot network connectivity issues related to security devices, routers, and access points to ensure seamless data transmission.
- Conduct comprehensive user training on the operation and first-level maintenance of installed security and IT equipment.
- Deliver high-tier technical support and customer service by addressing client concerns regarding security infrastructure and system integration.

ELV and IT Support Specialist | Jul 2022 – Nov 2023

PLUS WORLD CO., LTD. | Yangon, Myanmar

- Oversaw the daily performance and preventative maintenance of corporate IT systems and ELV infrastructure, including CCTV networks, access control, and computer workstations.
- Deployed operating systems, business applications, and security hardware, ensuring all devices were up-to-date and configured for optimal network performance.
- Diagnosed complex hardware malfunctions, software errors, and network bottlenecks, implementing effective solutions to restore productivity and ensure 24/7 system reliability.
- Performed rigorous electrical safety checks and tested new technological integrations (both IT and ELV) before full-scale deployment.
- Managed the maintenance of PMS software and hospitality applications, ensuring uninterrupted service operations.

ELV Technician | May 2020 – Jun 2022

Greatest STA CO., LTD. | Yangon, Myanmar

- Maintained the operational integrity of hospitality infrastructure, including guest-facing Wi-Fi networks, CCTV surveillance, and front-desk systems.
- Executed hardware installations and software updates for hotel management applications to minimize downtime.
- Resolved connectivity issues and system faults rapidly, ensuring a high standard of service availability for the facility.