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Phnom Penh , Cambodia



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EDUCATION

Computer Science (3rd year)

Western University

2022 - 2026

High School Diploma

Beltei international School

2017 - 2021

TECHNICAL SKILLS

- **Programming:** C++, C#, JavaScript, React.js, HTML, CSS, Bootstrap.
- **Design:** Adobe Photoshop, Illustrator, Canva, UI/UX.
- **IT & Networking:** Hardware Maintenance, Printer Management, Ethernet Cable Crimping, TCP/IP.

SOFT SKILLS

- Teamwork & Collaboration
- Time management & Multi-Tasking
- Problem solving & Critical Thinking
- Communication & Customer Service
- Adaptability & Adjustment
- Creativity & Innovation
- Resilience & Work Ethic
- Attention to detail

VONG SOTHEA

PROFESSIONAL EXPERIENCE



Phnom Penh, Cambodia

March 2024- April 2024

Graphic Designer (Internship) | Green Ocean

- Collaborated with the marketing team to create visually appealing graphics for digital.
- Designed over 30+ promotional materials, improving social media engagement by 20%.
- Assisted in brainstorming and developing creative concepts aligned with the company's branding.
- Edited and enhanced images and illustrations using graphic design software such as Adobe Photoshop, Illustrator, and Canva.
- Maintained consistent visual style and branding across all design projects.



Phnom Penh, Cambodia

2021 - 2022

Media Sale Assistant / IT Support | Lita Shop

- **Video Editing:** Edited and produced engaging videos for product promotions, customer engagement, and marketing campaigns. Optimized video content for multiple platforms, including Facebook, Instagram, and TikTok.
- **Poster Design:** Designed promotional posters, banners, and flyers for both digital and print mediums. Maintained brand consistency across all visual materials, creating professional and attractive graphics using tools like Adobe Photoshop, Illustrator, and Canva.
- **Page Boosting:** Managed and boosted social media pages, running targeted advertising campaigns to increase visibility and engagement. Interacted with followers, fostering community engagement and building brand loyalty.
- **Printer and IT support:** Assisting with technical issues and ensuring smooth operations. Managed printer-related tasks, including printing delivery stickers, troubleshooting printer issues, and performing basic maintenance to keep business processes running efficiently.
- **Delivery Coordination:** Organized and scheduled deliveries to ensure accurate and timely order fulfillment. Communicated with customers to confirm delivery details and provide updates on order status. Addressed and resolved delivery-related issues, maintaining high levels of customer satisfaction.



Phnom Penh, Cambodia

2017 - 2018

Customer service | Relative Business (Restaurant)

- Provided exceptional service by greeting and assisting customers, taking orders, and ensuring satisfaction during their order experience.
- Helped with managing customer inquiries, resolving complaints, and ensuring a positive atmosphere.
- Processed payments, and maintained accurate transaction records.

ADDITIONAL EXPERIENCE



Western university, Toul Kork Campus

2022 - current

School Projects

Application Development:

- Designed and implemented console-based applications using C#, focusing on practical functionalities.

LANGUAGE

Khmer	<div></div>
English	<div></div>
Japanese	<div></div>
Chinese	<div></div>

REFERENCES

- Na Lita

Business owner (Lita Shop, B Collagen Shop)
+855-963333542

- Puth Ruthykun

Senior Graphic Design (Green Ocean)
+855-962384727

PORTFOLIO

I invite you to view my portfolio
at: portfolio-thea.vercel.app

to see examples of my work and
projects.

- Created a roulette game that incorporated randomization logic, array usage, and user interactivity.
- Developed a calculator application with advanced features, including a memory function and history algorithm to store and retrieve previous calculations dynamically.

IT Hardware Maintenance:

- Diagnosed and resolved hardware issues, including CPU, RAM, and motherboard setups.
- Upgraded and repaired systems by assembling components and configuring software to enhance performance.
- Conducted preventive maintenance and troubleshooting for academic and personal systems.

Network:

- Gained hands-on experience in Ethernet cable crimping in a school laboratory setting, including both crossover and straight-through cables. Studied the properties, functions, and differences between the two cable types.
- Hands-on experience in setting up and configuring Wi-Fi in a school laboratory environment, including DNS configuration and Wi-Fi security protocols.
- Solid understanding of TCP/IP protocols, including addressing, subnetting, and data transmission principles. Familiar with the OSI model and its seven layers, analyzing how data flows across networks. Knowledgeable in CCTV system properties, including camera types, networking integration, and video transmission methods.



COVER LETTER

Dear Hiring Manager,

I am excited to apply for the IT Support Officer position at ABA Bank. As a dedicated IT student pursuing my Computer Science degree, I am eager to apply my technical knowledge and problem-solving skills in a professional environment.

Through my experience assisting my sister's online business, I provided IT support by troubleshooting technical issues, maintaining system functionality, and ensuring smooth business operations. I managed printer-related tasks such as printing delivery stickers, troubleshooting printer issues, and performing basic maintenance. Additionally, my time as a graphic designer at Green Ocean sharpened my ability to work with digital tools and collaborate effectively under deadlines. These experiences have strengthened my adaptability, problem-solving abilities, and attention to detail—key qualities for an IT support role. What excites me about this opportunity at ABA Bank is the chance to work in a fast-paced IT environment where I can learn from professionals and contribute by ensuring smooth technical operations. I am highly motivated to gain hands-on experience, assist users with IT-related concerns, and grow into a valuable asset to the team.

I would love the opportunity to further discuss how my enthusiasm and willingness to learn can benefit ABA Bank. Thank you for your time and consideration. I look forward to the possibility of an interview.

Vong Sothea
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