Aye Chan, Bachelor of Computer Science

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About Me

A fast learner who can adapt to different environments quickly. A good team player with versatile backgrounds of both IT/Coding and Telecommunication. A detail-oriented Duty Manager who managed a 5 persons team for Network Operation Center 24/7 shifts. I am eager to transition into the dynamic world of coding and cloud computing. My past experiences have trained me to work under pressure and through continuous self-study, I have developed a foundation for a full stack developer. Bilingual in both English and Burmese.

Technical Skills

HTML	JavaScript	CSS	Bootstrap
jQuery	React	Python	Git/GitHub
SQL	Django	AWS Core Services	NOC Operations

Work History

Senior Associate Engineer   Mar 2018 - Present
Singapore Telecommunications Limited (SingTel)

- Worked as Duty Manager and Team Lead of Integrated Network Operation Centre (INOC), performing network quality surveillance.
- Performed first level diagnosis and root cause analysis of network alarms/tickets, activating relevant tier-2 operations teams as necessary.
- Provided level 1.5 technical support on network systems such as mobile data/voice/SMS, broadband internet, fixed voice, international voice switching and TV broadcasting.
- Coordinated with various stakeholders for resolution during incident escalation.
- Governed planned network maintenance activities according to the change management process.
- Prepared daily reports on shift performance such as incident summary, change activities summary, outstanding tickets summary and network performance summary during special occasions.

IT Help Desk Technician
Jul 2014 - Nov 2015

Polar Puffs & Cakes Pte Ltd, Singapore

- Provided first level support for both Headquarter, Factory and all 28 outlets in Singapore. (Both hardware and software)
- Provided maintenance, service, and set-up for all IT products of the organization. (Desktops, Laptops, Network switches, Network routers, Database, Server, and POS machines, etc.)
- Troubleshooting and repairing a lot of PC, laptops, and Point of Sale (POS) machines.
- Made negotiations and interactions with various product vendors and contractors.
- Designed and developed system backup method for all desktop PCs at both HQ and Factory.
- Served as an administrator for all IT products of the organization.

Projects

Cloud Resume Challenge

Resume Challenge by Forrest Brazeal

- Created a personal portfolio website using HTML, CSS and JavaScript. Implemented responsive design to ensure compatibility across different screen sizes.
- Deployed serverless on AWS S3, using Route 53 for DNS, Cloud Front for HTTPS security.
- Included visitor counter using DynamoDB for database, API gateway for API and Lambda with Python to update database.
- Created GitHub Action to automatically push changes to AWS S3 for CI/CD.

Education and Certifications

Bachelor of Computer Science (Digital Systems Security)

University of Wollongong, Australia (Singapore Campus)

- Focused on System Security, Network Security, Database Systems, Distributed Systems and Cloud Computing.

Diploma in Computer Engineering

Singapore Polytechnic

- Focused on Structured Programming, Object Oriented Programming, Program Design,TCP/IP and Network System Design.

AWS Certified Cloud Practitioner

Expires on 21 June 2027

- Learnt Cloud Concepts, AWS Core Services, Security and Compliance, Cloud Architecture and Deployments, Cloud Adoption and Strategy, AWS Pricing and Support.

References

Available upon request.