**Pyae P. Aung**

San Pablo, CA

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**Professional Summary**

Amiable, diligent, and meticulous professional with a strong work ethic who is committed to serve the technology world as well as global economy in management information system. Determined to use skills and knowledge to achieve optimal result.

**Skills**

**Languages**: English, Burmese, and Chinese (Mandarin)

**Tools**: MS Office Suite (Excel, Outlook, Power Point, Project, and Word), PostgreSQL, Python, Windows OS

**Skills**: Analytical and Problem Solving, Database Management, Interpersonal and Communication (6 years in customer services), Networking, Strategic Management, and System Analysis and Design (SDLC)

**Work Experiences**

**Independent Consultant for Appen** May 2018–Dec 2019

* Assessed online web content projects according to detail criteria
* Evaluated web content using annotation tools (Excel, Google Sheets, etc.)
* Improved, reviewed and rated the visibility of web content, using a web application to support the measurement of search data context, quality and relevance by 93 percent accuracy

**Information System Administrator for DISCO HI-TEC AMERICA, INC.** Nov 2017–Nov 2018

* Troubleshoot 50 onsite staffs and 40 remote employees in affiliate offices nationwide successfully with ticketing system
* Initiated transformative IT policies designed by enhancing measures of password requirement and user access to solidify system security
* Standardized procedures for Help Desk documentation to reduce users’ devices downtime and improve troubleshooting and productivity to 95 percent

**Internship**

**Web Administrator for ActionSpot (Startup)** June 2017–Aug 2017

* Designed, developed, and updated a variety of web pages successfully as assigned
* Prepared site update reports for submission to upper management on a regular basis
* Assisted other team members to improve the various aspects of site maintenance as needed

**Projects Accomplished**

**Database project for CommUniverCity** Jan 2017–May 2017

* Consulted with sponsor/client to determine project scope
* Collaborated, exercised, and facilitated in a group of six to fulfill sponsor’s needs
* Managed team communication, documents, and team schedule including status reports and Gantt Charts

**Online Clothing Store** Aug 2016–Dec 2016

* Collaborated and devised with teammates to launch and generate fundraising clothing store as nonprofit organization as a team
* Created an online clothing store that provide user friendly navigation system through different web pages
* Generated product feedback forms for the public and the users

**Job Search Request for Proposal (RFP)** Jan 2016–May 2016

* Devised a prototype of an online job search system for college students
* Designed and developed a Login, Sign Up, and registration function linked with job candidates’ database
* Executed user testing and documented errors for further development and maintenance procedure

**Education**

**B.S., Business Administration, Management Information System (MIS)** Graduated August 2017

San Jose State University, San Jose, CA

**Award**: 2017 Accelerated Degree Completion Scholarship