

Dylan Soungpanya

IT Technician

El Cerrito, CA 94530

510.912.1500

dylansoungpanya21@gmail.com

Skills

- Computer and Electronics
- Programming
- Troubleshooting
- Communication
- Teamwork
- Project Management
- Customer Service

Experience

EBMUD / IT Service Desk Intern

June 2023 - PRESENT, Oakland

- Delivered local and remote IT support for hardware and software to company personnel.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Troubleshoot devices to identify and solve issues with hardware or software performance.
- Monitored and repaired range of equipment, including audio, video and video conferencing systems.

TutorWorks / Onsite Coordinator

January 2023 - PRESENT, Richmond

- Assist students with technical issues, monitor progress, provide academic guidance, and maintain accurate records.
- Provide effective communication with students, parents, and team members.
- Tackled troubleshooting and problem resolution to support student and teacher technical issues.

Chaiyo / Muay Thai Instructor

September 2022 - June 2023, Richmond

- Designing and implementing effective training programs
- Demonstrating techniques and providing feedback to students
- Ensuring safety during training sessions, and maintaining a positive and motivating environment.

Education

University of California, Santa Cruz

Bachelor's of Science: Computer Science: Game Design

2019-2022

