COVER LETTER

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Dear Hiring Manager,

I am writing to express my interest in the Technology Program at your company. Currently, I am a Developer (IT Core Banking, Middleware, Mobile & Web) at Canadia Bank PLC, where I am responsible for developing and maintaining APIs, ensuring data security, and managing Linux servers (Red Hat) to support the bank's core operations. My role requires a deep understanding of software development, API integration, and data security, which I apply daily to ensure seamless and secure banking services.

Previously, I worked at Bill24 as a Software Support specialist, providing technical support to customers and bank partners experiencing issues with APIs, online payments, and software tools. I was able to quickly and effectively resolve complex technical issues, such as a recent API problem that was causing payment delays. My experience in this role has honed my troubleshooting skills and deepened my understanding of customer needs.

In addition to my professional experience, I am also a student at SETEC Institute, where I am pursuing a degree in Management Information Systems (MIS). My academic background, coupled with my hands-on experience in the banking and technology sectors, has equipped me with a strong foundation in both technical and business aspects. I am a quick learner, constantly seeking new knowledge, and I am committed to delivering high-quality work in every task I undertake.

I am confident that my combination of technical expertise, problem-solving abilities, and commitment to excellence makes me a strong candidate for the Technology Program. I am a team player who thrives under pressure, and I am eager to contribute to your team with a positive attitude and strong work ethic.

I would welcome the opportunity to discuss how my skills and experiences align with the needs of your program. I am available for an interview at your earliest convenience. Thank you for your time and consideration.

Sincerely,
Pho Keanghour

PHO KEANGHOUR

Apply for ....

EDUCATION

2020 - Present
SETEC INSTITUTE (MIS)

2009 - 2018 (English)
BELTIE INTERNATIONAL SCHOOL

2006 - 2018 (Khmer)
SOVANAAPHUIM SCHOOL

languags

ENGLISH

KHMER

CHINESE

SKILLS

Adobe : PS, AI...

Office : Word, Excel, Power Point...

Program : HTML, CSS, PHP, JAVA, Python...

Internet & Email ...

EXPERIENCE

2023-Present
Canadia Bank PLC
DEVELOPER (IT CORE BANKING, MIDDLEWARE, MB & WEB

Responsibilities:
- API Development and Integration:
  - Design, develop, and maintain APIs for seamless integration with core banking systems, middleware, mobile, and web applications.
  - Ensure API security by implementing industry-standard practices for data protection, including encryption and secure data formats like JSON, XML, and OFS.
  - Collaborate with third-party providers to integrate external systems with Canadia Bank's infrastructure.
- Data Security and Management:
  - Develop and enforce security protocols to safeguard sensitive data across all platforms.
  - Implement secure data transmission and storage mechanisms, ensuring compliance with regulatory requirements.
  - Regularly audit and update security measures to protect against emerging threats.
- Linux Server Administration (Red Hat):
  - Manage and maintain Red Hat Linux servers, including starting, stopping, and monitoring services.
  - Troubleshoot and resolve server-related issues to ensure optimal performance and uptime.
  - Automate server management tasks using scripts and tools to improve efficiency and reliability.
- System Monitoring and Maintenance:
  - Monitor core banking, middleware, and web systems to ensure high availability and performance.
  - Perform regular system updates and patches to maintain security and functionality.
  - Troubleshoot system issues and work closely with the IT team to implement fixes.
- Documentation and Reporting:
  - Document all technical processes, including API integrations, data security protocols, and server management tasks.
  - Generate detailed reports on system performance, security audits, and issue resolution for internal stakeholders.
  - Maintain up-to-date API documentation to facilitate easy integration and troubleshooting.
- Collaboration and Support:
  - Work closely with cross-functional teams, including developers, system administrators, and business analysts, to ensure smooth project execution.
  - Provide technical support and guidance to other departments as needed.

Participate in regular team meetings to discuss progress, challenges, and opportunities for improvement.

2022-2023
Bill24
SOFTWARE SUPPORT

Bill24 offers businesses the option of e-Invoice and e-Payment, and API integration enables online payments with Cambodia's local banks.

Responsibilities:
- Create UAT or Pilot Testing:
  - Develop and execute test plans for new features and functionality.
  - Test the system with a variety of data sets and scenarios to ensure that it meets the business requirements.
  - Document the results of testing and identify any issues that need to be addressed.
- Troubleshoot and Fix Issues:
  - Identify and troubleshoot any issues that arise during bank drop-in testing.
  - Work with developers to fix bugs and ensure that the system is stable and reliable.
- Use a Database:
  - Use a database such as SQL Server, MySQL, PostgreSQL, or Oracle to store and retrieve data.
  - Create and maintain database schemas and tables.
  - Import and export data from the database.

- Work with APIs:
  - Understand and use APIs to integrate with third-party systems.
  - Maintain API documentation.
  - Troubleshoot API issues.
- Generate a Monthly Report for Verification:
  - Generate a monthly report that summarizes the results of testing and identifies any areas for improvement.
  - Communicate the results of testing to stakeholders.
- Generate or Reset New Data for Bank Testing:
  - Generate new data sets for bank testing.
  - Reset the system to its original state after testing.

2021 - 2022
V Auto Cambodia
DIGITAL SALE & DIGITAL MARKETING

Responsibilities:
- Support Facebook Page:
  - Manage the day-to-day operations of the Facebook Page, including responding to comments and messages, posting content, and moderating discussions.
  - Track and analyze the performance of the Facebook Page to measure the effectiveness of marketing campaigns.
- Create Marketing Materials:
  - Create posters, banners, and other marketing materials to promote the company's products or services.
  - Design NameCards, Posters, and other promotional materials.
- Advertise on Social Media:
  - Create and manage advertising campaigns on Facebook, TikTok, and Telegram.
  - Track and analyze the performance of advertising campaigns to measure the effectiveness of marketing efforts.
- Share Marketing Ideas:
  - Share ideas about marketing with the marketing team, such as taking photos and videos to post on the Facebook Page or creating contests and giveaways.
- Create Marketing Plans:
  - Create marketing plans for the company's products or services.
  - Track and analyze the performance of marketing plans to measure the effectiveness of marketing efforts.

2020 - 2020   *6months*
E-cam Shopping
INTERN SALE AND DIGITAL MARKETING

- Manage Facebook Page: Respond to comments, post content, and track performance.
- Create Posters: Design and post posters that promote products or services.
- Boosted in Ads Manager: Create and target ads, track performance.
- Report List of Audience: Generate reports to create targeted campaigns.