Name : Phyo Thida Htay 

Address : Blk 137, #09-1378, Jalan Bukit Merah, S160137

Phone : +65 9007 6177

Email : [phyothidahtay@gmail.com](mailto:phyothidahtay@gmail.com)

Skype : purplephyoe

*Summary*

* Total 11 years of working experience in the Information Technology Industry.
* A result-driven IT Professional with excellent customer service, interpersonal, analytical, and collaborative skills.
* Self-motivated, hardworking & collaborative individual.
* Keen to work for a challenging position that allows me to grow professionally.

*Personal Particulars*

|  |  |
| --- | --- |
| Gender | Female |
| Date of Birth | 30 Jan 1985 |
| Marital Status | Single |
| Nationality | Myanmar (Burmese) |
| Religion | Buddhist |
| Visa Status | S Pass |
| Expected Salary | S$ 3,500 (Negotiable) |
| Current Salary | S$ 5,000 |
| Availability | Immediate |
| Language Spoken | English , Myanmar |

*Reason for leaving*

* Retrenchment due to covid-19

*Technical Specialties*

* Project Management Tool: JIRA
* Customer Service Management Tool: Zendesk, xCally
* Web Development Tool: Google Script, ASP.NET, ASP, XML, HTML, CSS, JavaScript, Ajax, JQuery, DNN
* Programming Languages: C#.NET, VB.NET, VB
* Database: MSSQL, MYSQL
* Image Creation/Touch-up: Adobe Photoshop

*Academic Qualifications*

* U.C.S.M (University of Computer Studies, Mandalay, Myanmar)

from 21/10/2001 to 25/08/2004

B.C.Sc (Bachelor of Computer Science)

Graduation Date – 21/01/2006

*Professional Qualifications*

* MCPD – Microsoft Certified Professional Developer

Exam 536 – MS. Net Framework -Application Development Foundation

Exam 528 – MS. Net Framework 2.0-Web-based Client Development

Exam 547 – Designing and Developing Web-based Applications by Using the MS.NET Framework

<http://www.microsoft.com/learning/mcp/transcripts>

Transcript ID : 814168

Access Code : qazxswedc

*Other Training and Qualifications*

|  |  |
| --- | --- |
| Object Oriented with Java Programming | Course Taken   * Java Programming Language * Object-Oriented Analysis & Design * Object and Programming Structure |
| Visual Basic Programming | Course Taken   * Industrial Visual Basic Programming |
| PHP Programming Course | Course Taken   * Web Standard * Server-side Programming * Web 2.0 * Ajax, SEO and Web usability |
| A+ Hardware and System Administration | Course Taken   * Hardware and System Administration * Networking Basic |

*Employment History*

|  |  |  |  |
| --- | --- | --- | --- |
| From | To | Company | Designation |
| 26-Aug-2019 | 25-June-2020 | GrabTaxi Holdings Pte Ltd | Technical Support Specialist |
| 25-June-2018 | 23-Aug-2019 | NCS Pte Ltd | Senior Application Support Analyst |
| 13-May-2016 | 30-Nov-2017 | IOM Pte Ltd | Application Consultant |
| 3-Nov-2014 | 7-April-2016 | 3i Technologies Pte Ltd | Software Engineer |
| 01-Aug-2011 | 25-Jul-2014 | Comwerks Pte Ltd ( Part of Wunderman and WPP Group ) | Web Developer |
| 01-Dec-2008 | 31-Dec-2010 | Myanmar Information Technology Pte Ltd | Senior Programming Lecturer |
| 01-Oct-2007 | 28-Nov-2008 | Evolva Business Solutions Co ltd | Software Engineer |

*Professional Experiences*

* GrabTaxi Holdings Pte Ltd - Singapore
* Responsibilities
* Monitor Zendesk customer service ticketing system as an Administrator - User and Group role/access creation/modification based on the defined User Access Matrix and business need arises, closely govern system access given to users; and proactively manage day-to-day requests/issues raised by regional users.
* Monitor xCally telephony system as an Administrator - User access creation/modification based on the defined User Access Matrix and business need arises, closely govern system access given to users; and proactively manage day-to-day requests/issues raised by regional users.
* Investigate the incidents/problems reported, provide resolution as per SOP, escalate to top level when required to minimize the impact to individual users and the organization. Proactively perform follow-up action, update the progress status to the team and users throughout all stages of the processes via business communication platforms.
* Develop and maintain Zendesk articles on the Internal Wiki for knowledge sharing and proper documentation.
* Attend and create meeting minutes for bi-weekly meetings to ensure important information is captured and documented for the team.
* Facilitate the implementation for continuous-improvements of projects, support additional miscellaneous duties and responsibilities as the business need arises from time-to-time.
* Project Management Tool: JIRA
* Technical Tools: Zendesk, xCally, and Google Scripts
* NCS Pte Ltd - Singapore
* Responsibilities
* Provide daily operational support for Application & Integrated ADM Machines Issues raised by Pharmacy Users using Healthcare application across Singapore.
* Timely response to user queries and messages through instant messengers, call and email. Perform first and second level troubleshooting, Investigation and diagnosis of the reported issues. Provide feasible solutions according to SOP. Escalate to relevant third level for additional attention where required.
* Liaise with users, contractors and internal team members effectively, monitor the status closely to ensure consistency in approach and the effective support, resolution for any ongoing queries/issues.
* Create Jira and record the issue story accordingly ensuring that the issue is resolved in a timely and efficient manner.
* Perform application deployment in staging and production environment and verify delivered the application is in line with user expectations.
* Project Management Tool: JIRA
* Technical Tools: Visual Studio .NET, MS SQL
* IOM Pte Ltd - Singapore
* Responsibilities
* Application Support, Resolution & Management.
* provide consultancy services and supporting for Retail Software and related Applications which is used by leading Active & Life Style Sports Shops across Singapore.
* Investigate, troubleshoot and resolve the issues raised by customer reported calls and incidents.
* Liaise closely with end-users, managers, third-parties to ensure that the systems integrated are functioning properly to support and services consistency.
* Report system status and process to managers on a regular basis including statistical analysis and improvement on action plans.
* Development Tools: C#.NET, MSSQL 2008 R2 Express
* 3i Technologies Pte Ltd - Singapore
* Responsibilities
* Execution of full SDLC including requirements analysis, design, programming, implementation, user acceptance testing, documentation and maintenance of Visitor Management System in accordance with customer business needs.
* Visitor Management System is a comprehensive security solution that is integrated with a web camera, barcode reader and label printer to automate the process of registering the visitor, capturing detailed information and printing the label sticker by simply electronically scanning the barcode of personal ID such as NRIC, driving license, etc.
* VMS stores essential information required for their identity such as personal information, photographs and documents for reference. At any given time, the security staff can easily trace the number of visitors still inside the premises and their visiting locations.
* I'm in charge of the Visitor Management System for existing and new clients. I've successfully set up Visitor Management System which can be served as a handy tool for security personnel in Singapore leading hotel, social club, auxiliary police force and data center such as Pan Pacific Hotel, Tanglin Club, Installations Auxiliary Police Force (IAPF) and Racks Central Data Center.
* Work closely with Project Managers to contribute technical schematic diagrams for CCTV Surveillance System Installation Design.
* Provide technical troubleshooting assistance to in-house associates for IT queries and problems whenever required. Setup and maintain new and existing IT equipment and systems whenever required.
* Work on change requests of in-house websites whenever required.
* Any other technical ad-hoc duties assigned by the supervisor.
* Development Tools: C#.NET, MSSQL 2008 R2 Express, Crystal Report, HTML, CSS, WordPress CMS, Adobe Photoshop
* Comwerks Pte Ltd - Singapore

Part of Wunderman & WPP Group

* Responsibilities
* I was part of the development team and involved in various major website projects, namely SMRT corporate websites, Unilever PONDS’ website and Microsoft Asia Future Magazine website. Those were all developed on the DNN CMS and required custom coding of modules as well as web applications for online services.

1. SMRT Singapore

* Involved in design, development, implementation and testing of all custom modules of CMS application using DOTNETNUKE.
* Features include Multi-Platform Content sharing, eBus Guide system including interactive maps, System-Wide incident Management Live Logging Module, Workflow Manager, Form Generator, Photo Gallery, Events, Twitter API includes Parsing/Pushing information, Tenders etc.

1. Unilever PONDS’

* Involved in design, development, implementation and testing of all custom modules of CMS application using DOTNETNUKE.
* Features include custom products and articles module manager, RSS and custom search.

1. Asia Futures Magazine Online (Microsoft)

* Involved in design, development, implementation and testing of all custom modules of CMS application using DOTNETNUKE.
  + - * Features include custom articles module manager, RSS and custom search.
* A team player of the regional Microsoft Xbox Content Management System team that supports all web and digital work across the APAC markets.

1. Regional Xbox Content Management System (Microsoft)
   * Responsible for the execution and publishing of weekly and monthly merchandising digital channel content updates across 8 APAC markets of Microsoft XBOX.
   * Provide technical and creative production support & quality assurance review of digital applications for Xbox APAC.
   * Work closely with team members in handling ad-hoc changes, resolving and troubleshooting website issues to ensure that quality digital applications are produced.

* Develop electronic newsletters for Microsoft Campaigns.
  + Development Tools: ASP.NET, HTML, JavaScript, jQuery, AJAX, CSS, Compass Studio, Adobe Photoshop
* Myanmar Information Technology Pte Ltd
* Responsibilities
* Responsible for teaching and guiding students how to develop assigned application projects, evaluating student’s performance on both lecture and lab assignment projects and advising them for improvement.
* Create Object-Oriented Programming languages course materials (syllabus, homework assignments and hangouts, exam questions, projects) for graduate and undergraduate students.
* Development Tools: ASP.NET, MSSQL, C#.NET, HTML, CSS, JavaScript, Crystal Report and Adobe Photoshop
* Evolva Business Solutions Co Ltd
* Responsibilities
* Provide onsite support, development and enhancement of window-based Point of Sales for Small Management Enterprise system.
* POS consists of accounting system modules such as inventory control, payments, receipts, financial reports and security features.
* Development Tools: VB.NET, VB, MSSQL, MS ACCESS, Crystal Report, Adobe Photoshop