



Kyaw Zay Hein

Operation Manager

A highly skilled and dedicated professional with a Bachelor's degree in Electronic Communication Engineering, offering extensive experience in the telecommunications industry. Seeking a challenging role as Operation to utilize my expertise in network maintenance, troubleshooting, and team coordination to contribute to the success of a dynamic organization.

Contact

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Address

No. 748(A) ,Marga (7) Street, 12 Ward,
Southokkalarpa Township , Yangon , Myanmar

Education

2015

Bachelor of Engineering (Electronic Communication Engineering)

University of Technology (Yatanarpon Cyber City)

Expertise

- Network maintenance and troubleshooting
- Telecommunications technologies: RAN/TRAN, DWDM, IP Transmission
- NMS server operations
- LSP coordination and management
- Team supervision and coordination
- Technical operations planning and execution
- Customer relationship management
- Strong problem-solving and decision-making abilities
- Excellent communication and interpersonal skills

Language

English

Experience

2015 - 2017

ERICSSON Myanmar Company Limited

Field Service Operation Engineer

- Conducted corrective and preventive maintenance, resolving issues within a 3-hour SLA.
- Troubleshoot and resolved site alarms and downtime, ensuring uninterrupted network operations.
- Performed regular device maintenance, including air-filter cleaning, cable repair, and inspections.
- Managed and supervised 115 sites across multiple townships.

2017 - 2018

TMH Public Holding Company Limited

FO Transmission Engineer

- Utilized NMS server and third-party devices (e.g., Secure CRT, Telnet) for network control and configuration.
- Managed Huawei DWDM, ZTE DWDM, RTN, and IP Transmission technologies.
- Oversaw LSPs for transmission link restoration within SLA.
- Provided troubleshooting and support for fixed access network and collaborated with onsite engineers and monitoring teams.

2018 - 2021

MYTEL Telecom International Company Limited

Operation Control Engineer

- Handled maintenance, emergency case handling, and new On Air sites planning.
- Managed all BTS sites nationwide, ensuring compliance with SLA requirements.
- Coordinated with LSPs and field teams for On Air sites, covering transmission, power, and radio aspects.

Reference

Bhone Thant

Head Of Field Service Operation, Ericsson Myanmar Co., Ltd

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Hay Mar Hlaing

HR Manager, Horizon Telecom International Co., Ltd

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Experience

2021 - 2022

TMH Public Holding Company Limited

Monitoring and Troubleshooting Specialist

- Monitored and troubleshooted International Gateway (IGW) traffic and DWDM Backbone network.
- Collaborated with Hong Kong NOC for Metro DIA, IPVPN, and DIA services to banking and hotel clients.
- Conducted maintenance for the Data Center at Ngwe Saung Landing Station of MPT.

2022 - 2022

Horizon Telecom International Comapny Limited

Operation Supervisor

- Controlled new installations and maintenance for all teams.
- Managed stock lists and performed regular checks on equipment.
- Arranged site preparations and ensured adherence to technical operations.
- Coordinated with team leaders, reported results to CEO and BOD, and handled VIP complaints.
- Developed daily targets, resolved HO CC complaints, and collaborated with sales teams.
- Checked team leader reports, customer results, and complaint reports.
- Conducted weekend checks on team tools and calculated customer statistics and incentives.
- Facilitated coordination between sales and technical teams to enhance customer satisfaction.

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Experience

2022 - 2024

Shwe Emperor Group of Company Limited

FTTX Operation Manager

- Oversee the planning, implementation, and maintenance of Fiber to the x (FTTx) network operations.
- Manage a team of technicians and field engineers responsible for FTTx deployment, maintenance, and troubleshooting.
- Coordinate with cross-functional teams including engineering, construction, and customer service to ensure seamless execution of FTTx projects.
- Develop and implement operational strategies to optimize network performance, reliability, and scalability.
- Monitor network KPIs, analyze performance data, and implement corrective actions to meet service level agreements (SLAs) and quality standards.
- Ensure compliance with regulatory requirements, safety standards, and industry best practices in FTTx operations.
- Conduct regular site inspections, audits, and assessments to identify areas for improvement and address any issues promptly.
- Provide technical guidance and support to field teams, including training programs and resource allocation.
- Collaborate with vendors, contractors, and suppliers to procure materials, equipment, and services necessary for FTTx projects.
- Prepare reports, presentations, and documentation to communicate project status, performance metrics, and recommendations to senior management.

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