SOK VICHEKA

<u>CIRRICULUM VITAE</u>

Application for: IT SUPPORT

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PROFESSIONAL EXPERIENCE

27/11/2023 – 30/01/2024

SELL TICKET, Vireak Buntham Logistics

- Provided bus ticketing services and introduced additional services to both local and international guests.
- Organizing the delivery of various items to different provinces and abroad for guests.
- Maintained effective communication with both guests and colleagues.
- Prepared and inspected vehicles before departure to ensure smooth operation and prevent potential issues.
- Communicated with customers to confirm the arrival of their items at the designated location.
- Provided solutions and support to customers facing issues or delays with shipments and departures.

01/02/2024 – 01/09/2024

IT-SUPPORT, Vireak Buntham Logistics

- Installed operating systems including Windows 10, Windows 11, and macOS.
- Repaired computers, printers, scanners, monitors, and various other hardware devices.
- Troubleshot various issues related to hardware and software.
- Organized and troubleshot network (Lan network, Router, Mikrotik router, Unifi AP, TPlink Router…) and camera systems across all branches of Vireak Buntham Logistics.
- Assisted in operating the automatic item sorting machine.
- Trusted by team leaders or supervisors to manage the team and carry out various tasks in their absence.
- Conducted on-site training for staff across all branches of Vireak Buntham Logistics on the parcel delivery and bus ticketing systems.
- Provided on-site training to staff at all branches on PC hardware, computer cleaning, and basic troubleshooting.
- Installed tablets and network systems on city buses.

EDUCATION BACKGROUND

2025 - Present
- **Mikrotik Certified Routing Engineer (MTCRE),** Sunrise Institute of Technology

2025 - Present
- **Cisco Certified Network Associate (CCNA),** Auratta

2024
- **Completion of Second Year Software Engineering**, Beltei International University

2023
- **Completion of First Year Software Engineering**, Beltei International University

2023
- **Graduated with a Hight school diploma**, Aron votey Hight school

SKILL & COMPETENCE

- Creative, Research, Learning Something new, never give up, self-confidence, Good Communicate, Solve the problem, troubleshot skill, Polite and sociable, Exceptional Microsoft Skill, programing skill, Speaking and Writing in both English and Khmer, Programming skill such as C C++ C# HTML CSS JavaScript SQL Server MySQL PHP ReactJS, Configuration Router such as Mikrotik, TPlink, Unifi, Cisco.

SHORT COURSE & ACHIEVEMENT

2025 - Present	• Advance Mikrotik (MTCRE), Sunrise Institute of Technology
2025 - Present	• Cisco Certified Network Associate (CCNA), Auratta
2025	• Certificate of Completion CCNA 200-301 Network Fundamentals Online, Simplilearn SkillUP
2025	• Certificate of Completion Networking Basic, Networking Academy (cisco)
2025	• Certificate of Completion Networking Devices and Initial Configuration, Networking Academy (cisco)
2024	• Networking Management (Learning Mikrotik, Unifi, Cisco, TCP/IP…), IT Training Cambodia: Online
2024	• C++: Bank Management. This project features a user password system that allows for the separation of accounts between admin accounts, staff accounts, and customer accounts. It manages information and can add, update, delete, and research data, Beltei International University
2024	• PHP with MySQL (Back-end): I created a website that is an e-commerce platform for selling laptop computers. The admin user can manage the entire website, including adding products, updating products, researching products, and deleting products
2019	• Certificate of Completion New headway Elementary Fourth Edition, Phnom Penh International school
2015	• Certificate of Completion Administration (word, Excel, PowerPoint), Help All (H.A)

OTHER REARCH & SELF-LEARNING

- Self-studying Chinese during free time

- Continuously expanding knowledge in network operations

- Proactively learned about common issues to enable faster and more effective problem-solving during real-world situations.