Naing Lin Oo

IT Manager | Network & Systems Architect | IT Project Lead

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Professional Summary

Accomplished and strategic IT Manager with over 10 years of experience leading comprehensive network infrastructure, IT operations, and cross-functional project delivery. Proven expertise in designing and implementing secure, scalable enterprise solutions, managing full project lifecycles from conception to deployment, and optimizing IT service delivery to enhance user productivity and satisfaction. A decisive leader adept at aligning technology initiatives with core business objectives to drive operational efficiency, reduce costs, and support sustained organizational growth.

Core Competencies

- Strategic IT Leadership & Planning
- Network Architecture & Administration
- End-to-End Project Management (PMO)
- IT Service Delivery & Support Optimization
- System Security & Regulatory Compliance
- Budget Planning & Vendor Management
- Stakeholder Engagement & Communication
- Team Leadership & Technical Mentoring

Professional Experience

IT Manager | Htoo Group of Company

Feb 2016 – Present | Yangon & Nay Pyi Taw

- Orchestrated the strategic planning, administration, and continuous improvement of the corporate network across 3+ offices, ensuring 99.9% uptime, robust security, and optimal performance.

- Managed the complete lifecycle of IT projects from initial scoping to final implementation, consistently delivering on time and within budget, resulting in a 15% improvement in operational workflows.
- Led and mentored a team of IT support specialists; established and enforced SLAs, enhancing support quality and reducing average ticket resolution times by 25%.
- Directed the evaluation, implementation, and management of critical IT infrastructure, including server virtualization, advanced security protocols, and enterprise communication tools.

Graphic Designer | Htoo Group of Company
Oct 2014 – Jan 2016 | Yangon, Myanmar

- Developed high-impact visual designs and marketing collateral to effectively support company branding and strategic communication initiatives.

Computer Officer | Myanmar Thiha Group of Company
Dec 2013 – Nov 2014 | Yangon, Myanmar

- Controlled, maintained, and optimized all office network infrastructure, ensuring reliable connectivity and unwavering data integrity for 200+ users.
- Managed critical data operations, including centralized storage solutions, automated backup systems, and stringent access control policies.

Service Engineer | CyberTrade Computer
Oct 2012 – Dec 2013 | Yangon, Myanmar

- Delivered expert hardware repair and network solution engineering services for a diverse client portfolio, achieving a 95% customer satisfaction rating.

Technical Skills

- **Operating Systems:** Windows 10/11, Windows Server 2012/2016/2019/2022, macOS, Linux (Ubuntu, CentOS), iOS, Android
- **Networking & Connectivity:** TCP/IP, DNS, DHCP, VPN, Wi-Fi (WPA2/WPA3), Routers, Switches, WAPs, Subnetting

- **Hardware & Support:** Desktop/Laptop Repair, Peripheral Troubleshooting, Hardware Diagnostics, Performance Monitoring
- **Software & Cloud:** Microsoft 365 Administration (Teams, SharePoint, OneDrive), ERP/CRM Support, Email Protocols (SMTP, IMAP, POP3)
- **Security:** Active Directory, Azure AD (Entra ID), Group Policy (GPO), MFA, BitLocker, Firewalls, Endpoint Security, Security Best Practices
- **IT Management & Tools:** ITIL Foundations, Ticketing Systems (ServiceNow, Jira, Zendesk), Remote Support (TeamViewer, AnyDesk, BeyondTrust), Backup Solutions (Veeam, Acronis)
- **Programming & Web:** Python, JavaScript, Batch Scripting, HTML, CSS, WordPress, Joomla
- **Systems & Low-Level Programming:** Microcontroller Systems, Digital Signal Processing (DSP) Concepts, Cryptography Principles, C/C++

Education

Bachelor of Engineering in Computer Engineering & Informatics

National Research University "Moscow Power Engineering Institute" (MPEI), Moscow, Russia

2007 – 2011

- **Relevant Specializations:** Software Development, Computer Network Design & Administration, Microprocessor/Microcontroller Systems, Web-Application Development, Digital Signal Processing, Computer Security & Cryptography.

Certifications

- Cisco Certified Network Associate (CCNA)] – (Feb 2023)
- ISO/ICE 27001:2022 Information Security Associate (2024)
- *Server Administration Class (Dec 2024)*
- *The Critical Role of IT Support Staff in Healthcare (Sep 2025)*

Languages

- **Myanmar (Burmese):** Native
- **English:** Native Proficiency

- **Russian:** Professional Working Proficiency
  - Capable of preparing business documents, conducting negotiations, and translating technical documentation.

Additional Information

- **GitHub:** *https://github.com/Nikolay6767*
- **Volunteer Work:** *[Brief description of relevant volunteer experience, e.g., "Providing pro-bono IT infrastructure consulting for local non-profits."]*

Projects

Secure Enterprise VPN Deployment

Technology Stack: Windows Server, OpenVPN/Pulse Secure, Active Directory

- Led the design and implementation of a secure corporate VPN solution, improving secure remote access for 100+ employees and supporting hybrid work models.

Corporate Disaster Recovery Strategy

Technology Stack: Synology, VMware, Cloud Storage

- Architected and deployed a comprehensive, automated data backup and disaster recovery plan, reducing potential downtime by an estimated 90% and ensuring business continuity.