Phearak Both BUNNA

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SUMMARY OF QUALIFICATIONS

IT professional adept at rapidly resolving **software**, **hardware**, and **network** issues across multiple support channels, including ticketing systems, email, phone, walk-ins and Zoom. Skilled in optimizing IT workflows, training team members, and ensuring secure access through **VPN and MFA**. Proficient in **Windows, macOS, Android, iOS devices, Software licensing, Active Directory, User Account Management, Office 365** and **Adobe Suite**. Recognized for strong communication, collaboration and problem-solving skills in fast-paced environments.

WORK EXPERIENCE

INFORMATION TECHNOLOGY SERVICES (ITS) | Washington State University

Technical Support Specialist II & Video Conference Classroom Operator   May 2024 – Present

- Troubleshoot software, hardware and network issues for **20,000+** university users across multiple departments
- Resolve **3600+** tickets using Jira ticketing system, achieving an average **4.9/5.0** user satisfaction rating
- Assist Technical Support Specialists I and train new hires, fostering a collaborative and skilled support team
- Manage advanced AV systems, ensuring smooth operations in lecture halls with over **250** attendees
- Facilitate seamless video conferencing across up to **5** campuses, enhancing remote learning experiences

Technical Support Specialist I   Mar 2022 – May 2024

- Provided technical support for software/OS installations, device backups, network troubleshooting, password resets, access controls, Office 365, ticket escalation and other issues with Windows, macOS and Linux devices
- Authored and updated ITS Service Catalog and Knowledge Base articles, enhancing accessibility and efficiency

SKILLS

Technical Skills: Technical Support &Troubleshooting, Helpdesk Operations, Data Analytics, Mobile/Web Development
Soft Skills: Communication, Collaboration, Leadership, Time management, Responsibility
Tools & Technologies: Jira, Confluence, Twilio, WordPress, Microsoft Azure, AWS, VPN, Okta
Certifications: Google Cloud Essentials, CompTIA A+ *(In-progress)*
Programming Languages: Python, SQL, R, HTML/CSS, JavaScript

PROJECTS

Real-time Human Emotion Detection | *Python, OpenCV, TensorFlow, Machine Learning (CNN)*

- Developed an application to analyze live webcam footage and identify user emotions with over **65%** accuracy
- Enhanced real-time processing by improving frame rate, latency and resource optimization

YouTube Video Analyzer | *Apache Spark, PageRank, NoSQL (MongoDB)*

- Led a team of **4** to develop a scalable application for analyzing a dataset of over **647,000** YouTube videos
- Achieved a **45%** improvement in processing speed through PySpark's distributed computing and MongoDB
- Implemented search functionality, aggregated video statistics and conducted influence analysis using PageRank

LivingAtlas Web Application | *React, FastAPI, PostgreSQL, Mapbox, HTML/CSS, JavaScript*

- Led a team of **3** to develop an interactive, full-stack web application for visualizing geographical data
- Implemented polygon filtering, category-tag sync and color-coded markers to enhance data exploration
- Integrated secure login functionality, enabling verified users to upload, manage and analyze diverse datasets

EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE (Data Science & AI/ML)   Jan 2024 – May 2025
Washington State University

BACHELOR OF SCIENCE IN COMPUTER SCIENCE   Aug 2021 – Dec 2023
Washington State University - GPA: 3.85/4.0 | Magna Cum Laude

ASSOCIATE OF SCIENCE DEGREE   Jan 2020 – June 2021
Seattle Central College - GPA: 3.83/4.0