

Paing Hein Thet Mon



ASSISTANT MANAGER , OFFICE IT ASSISTANT AND COMPUTER TECHNOLOGY INSTRUCTOR

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PROFESSIONAL SUMMARY

Highly experienced and successful branch management professional with a proven track record of increasing sales, customer satisfaction, and customer loyalty. Experienced in developing and leading highly effective teams, as well as creating and executing strategic plans. Committed to delivering exceptional customer service and achieving corporate objectives.

Dedicated professional with experience providing technical support to end users in a corporate environment. Proven track record of resolving complex technical issues quickly and efficiently, while providing excellent customer service. Skilled in troubleshooting hardware and software issues, system maintenance, and network configuration. Adept at training users on new applications and technologies, working with remote users, and staying abreast of new developments in the IT industry.

Talented development professional with experience developing, delivering, and evaluating employee training programs. Proven success driving organizational improvement initiatives and fostering employee engagement. Proficient in the most popular learning management systems and skilled in developing engaging training materials. Dedicated to fostering a safe and productive work environment.

SKILLS

- Student support
- Problem-solving skills
- Online teaching
- Classroom management
- Grammar instruction
- Academic advising
- Branch operations, Sales, staffs & Budget Management
- Customer service & Client relationship management
- Interviewing, hiring & decision-making
- Project management & project report
- Data backup and recovery, IT documentation
- Help desk software, Hardware Repair
- User training, Data security, System administration
- Technical troubleshooting, Software diagnosis, Issue resolution
- Digital Graphic ,Social media design and 3D modeling
- Advanced programming
- Kid Computing training and Coding club tutor
- Advanced MS Office Suite knowledge
- Quantum computing, Quantum ML
- Cross-platform development
- Mobile,Web UI and UX design
- Teamwork and collaboration
- Machine Learning, Deep learning, AI
- Software, Web, Mobile development

EXPERIENCE

FREELANCER (ENGLISH TEACHER,HELP-DESK,DESIGNER)

Freelancing, January 2024–Present

- Current a full-time student at Mahachulalongkornrajavidyalay University, whereas working towards completing my diploma of English Teacher. Additionally actively engage freelancing projects and part-time english language tutor.
- Facilitated small-group and one-on-one tutoring with struggling English language learners in order to further develop their language skills and help students develop study skills for academic success.
- Provided technical support for hardware and software issues to end-users via remote access tools.
- Conducted needs analysis to determine required IT training courses, materials and resources.
- Created logos, icons, illustrations, and other graphics to support marketing campaigns.

OFFICE IT ASSISTANT AND COMPUTER TECHNOLOGY INSTRUCTOR

Mon National Education Council, January 2020–December 2023

- Provided technical support, Maintenance and troubleshooting hardware and software issues related to troubleshooting network connectivity issues, configuring network devices, and implementing network security measures
- Delivered engaging lessons using diverse methods, fostering a positive learning environment
- Motivated students to explore technology and problem-solve creatively
- Organized after-school coding clubs to inspire students

ASSISTANT BRANCH MANAGER

Skate and Laser Playground (Mo Mo play sub-branch), January 2016–January 2019

- Ability to perform as business operation, staffs management, effective customer Services
- Provided leadership to ensure the highest level of customer service was achieved through coaching, training and mentoring staff members.
- Ability to attract and retain customers through effective marketing strategies
- Analyzed financial data to identify trends in business activity and recommend solutions for improving operational efficiency.
- Reviewed employee job performance and contribution during performance appraisal.

EDUCATION

DIPLOMA IN ENGLISH TEACHER CANDIDATE , Phra Nakhom Si Ayuthaya, Thailand

Mahachulalongkornrajavidyalaya University , Expected graduation February 2025

Relevant Coursework

English language For teacher and Classroom management

DIPLOMAS IN QUANTUM COMPUTING, ALGORITHM, QUANTUM ML

Womanian Global Quantum & AI Program, August 2024

Relevant Coursework

Diploma in quantum algorithms

Diploma in quantum annealing

Diploma in quantum computing and programming

Certificate of PennyLane Quantum Machine Learning

Certificate in Artificial Intelligence application

Certificate in Classiq Fundamental Workshop

Certificate in Advance Proficiency in Quantum Algorithm Design

DIPLOMA IN COMPUTING LEVEL-2 IN ADVANCED PYTHON AND AI

National Cyber City, December 2023

Relevant Coursework

Advance Python Programming, software and web development

Network Programming with Python

Data Structures and Algorithms

Artificial Intelligent , Machine Learning and Statics

PROFESSIONAL DIPLOMA IN COMPUTING AND IT

Royal Myanmar Institute of Technology, December 2021

Relevant Coursework

Diploma in Computing and computer Studies

Diploma in Information and Communication Technology

Diploma in Database Management

BA IN ENGLISH

Yangon University, November 2018

Relevant Coursework

History of Western Intellectual Development

Public speaking, Presentation, Communicative Skill, Logic and Practice

English Literature and Language Studies

Research paper Writing, Translation and Interpretation

PERSONAL INFORMATION

Date of brith: 18.4.1996

Age: 29

Place of Birth: Mon State

Gender: Male

Marital Status: Single

LANGUAGES

- Burmese**
Native
 - Korean**
Conversational
- English**
Fluent
 - Chinese (Mandarin)**
Conversational

VOLUNTEER EXPERIENCE

SEXUAL ASSAULT VICTIM ADVOCATE(PART-TIME

Mon Women Organization, February 2014–October 2018

- Responded promptly and effectively to crisis calls from victims or their families.
- Collaborated with community partners to create an effective network of support for survivors of sexual assault.
- providing trainings and workshops on topics such as trauma-informed care, victim empowerment, and cultural sensitivity.
- Facilitated individual, family, and group counseling sessions for victims of sexual assault.
- Worked closely with law enforcement personnel throughout the investigation process.

SUMMER LANGUAGE TEACHER(MON)

Mon Language Development Association, September 2012–March 2015

- Encouraged students to practice speaking the target language outside of class sessions.
- Integrated grammar instruction into conversation exercises for maximum comprehension.
- Created and facilitated engaging activities to motivate students in learning Native language.

SECONDARY SCHOOL TEACHER

Mon Nation School (Yathaedaung), January 2013–July 2014

- Established clear objectives for all lessons, units, and projects to communicate expectations to students.
- Provided individualized instruction for struggling learners using differentiated instruction techniques.
- Assessed student learning outcomes regularly through quizzes, tests, and other formative assessments.
- Encouraged critical thinking skills and independent problem solving among students.

REFERENCES

MISS. GOE CHAI MON Mon National School
Yatathaung

School Principal Chairman

✉ goechailon@gmail.com

MR. HENRY THEIN LIN Laser And Ice Arena Playground
Branch Manager Senior Manager

☎ 09889886878

✉ mrthenrythang@gmail.com

MR. WIN HTUT National Cyber City

Instructor Therapist Teacher

✉ researcherwinhtut@gmail.com

CERTIFICATIONS

- IT support Technician , Tech Marvels IT Academy , 2018
 - Business Analytics with Excel ,SkillUP by Simplilearn ,2022
 - Foundation Of Generative AI Nanodegree , Udacity , 2025
- Java SE , Majjhima Sukha Foundation, 2019
 - Java Certificate Course, SkillUP by Simplilearn, 2022

AWARDS

- Year of Teacher for communities ,Mon Language Development Association, 2021
- Excellent Summer Computing tutor of Adult , Mon Education Committee , 2020