



SA AUNG KYAW OO (MR.)

NETWORK & SYSTEM ENGINEER | IT INFRASTRUCTURE | CLOUD & AUTOMATION

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L Sa Aung Kyaw Oo

PROFESSIONAL SUMMARY

A highly experienced Network and System engineer with **over 10 years of expertise** in IT Infrastructure, Networking, Server administration, and Cloud Technologies. Skilled in designing, implementing, and maintaining **LAN/ WAN networks**, security systems, and enterprise IT environments. Strong problem-solving ability with a proven record in **digital transformation projects**, PowerApps development, and cross-functional support.

A proactive team player capable of working independently and collaborating effectively with global and local teams.

KEY SKILLSETS

NETWORKING

WAN/ LAN, Routing & Switching, Firewalls, Load Balancers, VPN, Wireless, Troubleshooting.

CISCO/ NETWORK INFRASTRUCTURE

Cisco Routing & Switching, FortiGate Firewall, WLC, Access Points, Network Cabling, CCTV

CLOUD

Microsoft Azure (Servers, Security), Amazon Web Services (basic), Cloud Migrations

MICROSOFT TECHNOLOGIES

Microsoft 365, Windows Server, Active Directory, SharePoint, Intune, and Security Policies.

IT INFRASTRUCTURE

PC/ Server Maintenance, NAS, UPS, Secure Print, IT Procurement, RMA handling

AUTOMATION & DIGITALIZATION

PowerApps, Power Automate, SharePoint Lists, System Workflow Design

EXPERIENCE

2024 Dec – Present

Administrative Assistant, JICA Myanmar (Japan International Cooperation Agency)

EDUCATION

▪ BACHELOR OF LAW

(LL. B), 2012

▪ YANGON UNIVERSITY

CERTIFICATIONS

▪ CISCO CERTIFIED NETWORK PROFESSIONAL ENTERPRISE (CCNP)



▪ CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)



▪ PALOALTO CERTIFIED NETWORK & SECURITY ENGINEER (PCNSE)



▪ MICROSOFT SOLUTIONS ARCHITECT EXPERT



▪ MICROSOFT AZURE ADMINISTRATOR ASSOCIATE

▪ MICROSOFT TEAMS ADMINISTRATOR ASSOCIATE

2023 Nov – 2024 Nov

IT Infra Manager, Win Brother Group of Company Limited

▪ MICROSFOT NETWORK

ENGINEERING ASSOCIATE

2022 JUN – 2023 Nov

System Engineer, KDDI Myanmar Company Limited

▪ ICSI INTERNATIONAL

CYBERSECURITY

2020 DEC – 2022 APR

IDT Associate Service Manager, British American Tobacco Myanmar

2017 DEC – 2020 NOV

Senior-IT Executive, British American Tobacco Myanmar

2015 OCT – 2017 NOV

IT Executive, British American Tobacco Myanmar

2014 JAN – 2015 Sep

Network Engineer, Myanmar Reliable Source (Group of KMD)

PROFESSIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT – IT & GA SUPPORT

JICA Myanmar (Japan International Cooperation Agency)

2024 Dec – Present

Responsibilities

- Provide IT technical assistance to staff for Email, Teams, O365, SharePoint, Zscaler, network access, and printers.
- Perform regular maintenance, backup, and monitoring for Secure Print servers, Fingerprint Attendance servers, NAS, Firewalls, access Points, and CCTV.
- Support JICA HQ guideline implementation for migration from IP-VPN to SD-WAN, coordinating with global and local ISP vendors.
- Lead digitalization initiatives using PowerApps (Attendance System, Leave Management, Car Booking, Career Management, Staff Profile, Travel Application).
- Enhance daily operations by reducing paperwork and improving workflow efficiency across GA and IT processes.
- Provide IT induction training and onboarding support for new staff and prepare workstation setups.
- Coordinate GA activities, including airport pickup, hotel booking, retreat programs, farewell programs, and PR-related photo/ video tasks.
- Share system knowledge with JICA Laos, JICA Thailand, and JICA Cambodia teams, supporting policy alignment and system adjustment.

IT INFRA MANAGER

Win Brother Group of Companies Limited.

2023 Nov – Present

Responsibilities

- Plan, coordinate, and manage IT operations, network systems, application deployment, and security infrastructure.
- Oversee IT service desk operations, user support, maintenance activities, and system monitoring.
- Manage servers, storage, network devices, databases, audio-visual systems, and IT infrastructure.

- Assists the Senior IT Manager by providing system application and technical expertise to facilitate development goals, policies, standards, and procedures.
- Evaluate vendor proposals and recommend IT solutions to meet business requirements.
- Analyze business needs and develop strategies to enhance IT service delivery.

SYSTEM ENGINEER

KDDI Myanmar Company Limited.

2022 JUN – 2023 NOV

Responsibilities

- Conduct monthly Maintenance and Support activities, including PC maintenance, Firewall, Switches, Load Balancer, Servers, WLC, Access Points, CCTV, UPS, and Software installation and troubleshooting.
- Configure Cisco Router/L2 and FortiGate Firewall, WLC, NAS, Printer, etc.
- Collaborate with team members, vendors, and other stakeholders to resolve technical issues, determine the root causes, and drive projects to completion.
- Provide Provisioning, troubleshooting, and upgrade services for PCs, Secure Print, and Network Infrastructure to maintain compliance and minimize risk.
- Providing training and support to junior network engineers and contributing to the development of their technical skills.
- Handle the RMA process of PCs and Network devices under contract.

IDT ASSOCIATE SERVICE MANAGER

British American Tobacco Myanmar

2020 DEC – 2022 APR

Responsibilities

- Managed a team of IT professionals and delivered high-quality IT services to meet business needs.
- Oversaw the budget for IT operations and ensured that spending was aligned with business priorities.
- Collaborate with cross-functional teams to deliver complex IT projects on time and within budget.
- Developing and maintaining disaster recovery and business continuity plans to ensure data protection and minimize downtime in case of unexpected events.
- Provide IT support and ensure the availability of operational resources, especially in the context of COVID and remote work.
- Conducting regular IT audits and risk assessments, making recommendations for improvements, and implementing security best practices.
- Strong leadership skills in leading infrastructure change projects and guiding IT staff to ensure adequate and appropriate skills.
- Collaborating with project team members to successfully complete the company exit process in Myanmar.

SENIOR-IT EXECUTIVE

British American Tobacco Myanmar

2017 DEC – 2020 NOV

Responsibilities

- Led the team and ensured that technology operations and projects were aligned with business objectives.
- Overseeing the management of Active Directory Services and Group Policies
- Provided regular updates on IT performance and reported on technology initiatives to senior management and stakeholders.

- Providing technical support to end-users, troubleshooting, and resolving complex issues related to IT infrastructure and services.
- Overseeing the management of cloud servers and storage
- Managing and monitoring the performance of virtual machine servers, ensuring optimal performance and availability.
- Collaborated with the T-System team to create virtual machine servers on Azure Cloud
- Migrated file servers and NAV application servers from on-premises to the Azure Cloud.

IT EXECUTIVE

British American Tobacco Myanmar

2015 OCT – 2017 NOV

Responsibilities

- Proactively monitor the health status and storage utilization of all servers on a daily basis and generate alerts as necessary to prevent potential issues.
- Coordinated with teammates and ensured that technology operations and projects were aligned with business objectives.
- Cloned and exported virtual machine servers' images on a weekly basis as a backup measure.
- Provided on-site and remote support to troubleshoot technical issues for end users, ensuring timely resolution and minimal disruption to operations.
- Kept an updated inventory of IT equipment and updated IT assets in ITOM on a quarterly basis, ensuring accurate tracking and management of assets.
- Worked in partnership with the Cisco team to manage the RMA and Smartnet process, ensuring efficient and effective management of IT equipment.
- Migrated DHCP, NPS, and print server services from virtual machines to the host server, streamlining operations and improving performance.

NETWORK ENGINEER

Myanmar Reliable Source Group of KDM Company in Myanmar.

2014 JAN – 2015 SEP

Responsibilities

- Providing expert in-house repair and troubleshooting services for a range of IT devices and infrastructure, including servers, PCs, printers, network-attached storage, and network systems.
- Implementing and configuring advanced network cabling and CCTV systems for small and medium-sized businesses to enhance security and connectivity.
- Expertise in setting up Point-to-Point wireless systems, VPN site-to-site connections, and project sites to ensure seamless communication and collaboration.
- Offering expert assistance to end-users with routine IT issues, such as logging into the network, printing to network printers, recovering deleted files, and monitoring non-server-related problems to minimize downtime.
- Ability to perform IT reviews in field offices to ensure systems are working as per standards and procedures.
- Effective time management and organizational skills to keep a log of user complaints and support provided.