

Name: Reum Tola
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Sangkat BoeungTompun,
Khan Mean Cheay,
Phnom Penh,
Tel: 015 810 618
E-mail: reumtula321@gmail.com

Dear Sir/Madam,

I am writing to express my strong interest in the IT position at your company. With over six years of experience in IT support and a degree in Computer Science and Engineering, I am confident in my ability to contribute effectively to your team.

During my previous roles at ELT Institute and Yinkok Food Corp, I managed and maintained IT infrastructure, supported users, configured networks, and ensured system security. My hands-on experience with tools like CCTV systems, Synology NAS, ERP setup, and networking aligns well with the responsibilities of this role.

I am passionate about problem-solving, reliable IT systems, and delivering excellent service. I am eager to bring my knowledge, skills, and dedication to contribute to your company's success.

Thank you for considering my application. I have attached my CV for your review. I look forward to the opportunity to discuss how I can support your team. You can reach me at 015 810 618 or via email at reumtula321@gmail.com.

Sincerely,

Reum Tola

REUM TOLA, Mr.

Phnom Penh, Cambodia

Mobile: 015 810 618

Email: reumtula321@gmail.com



Professional Summary

IT Support Specialist with 5+ years of experience in technical assistance, network systems, and software/hardware troubleshooting. Proficient in diagnosing and resolving IT issues, setting up systems, and ensuring smooth operations. Strong interpersonal skills and dedicated to delivering fast, reliable support.

PERSONAL DETAILS

Sex	: Male
Marital Status	: Single
Nationality	: Cambodian
Languages	: English (Good)

Education

Bachelor of Computer Science & Engineering
Royal University of Phnom Penh, 2018–2022

Certifications & Courses

- CCNA 1 – Router & Switching, 2019
- Microsoft Office – International Training Center, 2015
- English – Intermediate Level, New Life Centre, 2018–2019

TECHNICAL SKILLS

- PC Setup, Maintenance, Troubleshooting
- Networking: LAN/WAN, Cisco Routers, CCNA knowledge
- Software: Microsoft Office, Windows OS, Synology NAS, ERP Systems
- Tools: CCTV setup, Printer maintenance, Network Security

EXPERIENCE

Feb 2024 – Present	: <i>IT Officer At ELT Institute</i>
Duties	<ul style="list-style-type: none">: Maintain all campus hardware/software and network systems: Manage backups, security protocols, and IT inventory: Ensure uptime for school server, labs, and internal systems: Support school applications: ID cards, certificates, registration
Mar 2022 – Jan 2024	: <i>IT Office At Yinykok Food Corp</i>
Duties	<ul style="list-style-type: none">: Provided IT support to 30+ retail locations: Configured POS, CCTV, and ERP systems across branches: Managed IT procurement and inventory: Maintained Synology NAS and setup new store networks
Dec 2020 – Feb 2022	: <i>IT Supporter Office at Han Thong Consultant</i>
Duties	<ul style="list-style-type: none">: Installed/configured systems, printers, and networks: Performed server maintenance and ensured network security: Provided company-wide technical support

June/2020 - Nov/2020 Duties	: <i>IT support at Com-solution</i> : Maintained and fixed printers, scanners, and computers : Supported system installation and troubleshooting printers and scanners
Feb/2020 - May/2020 Duties	: <i>IT internship at RIT</i> : Data backup and hardware/software installation : Assisted IT functions and vendor coordination
Sept/2019 - Feb/2020 Duties	: <i>Cashier& Seller at Circle K Cambodia</i> : Managed cash handling and customer service : Controlled stock and prepared reports/invoices

HOBBIES

I enjoy exploring new technologies, working on small IT projects, and staying updated with cybersecurity trends. In my free time, I like teamwork-based sports, reading self-improvement books, and volunteering in community tech workshops. These interests help me stay motivated, creative, and connected.

REFERENCES

Available upon request.