

Name: Reum Tola
#94B, St,21Bt
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 interest in the **IT** position at your company. With a solid background in technical support and a passion for troubleshooting, I am confident in my ability to provide exceptional service to end-users.

Before this, I worked for the **IT Officer** at ELT Institute, **IT Office** at Yinkok Food Corp, **IT Support Office** at Han Thong Consultant, **IT Support** at Com-solution, **IT Support Short Intern** at RTI, **Sale Associate** at Circle K Cambodia.

With my qualification, I had graduated Bachelor degree of Computer science and engineering at **Royal University of Phnom Penh**.

It is a good opportunity for me because I have particularly welcomed the chance to work for your company. I really hope that I can contribute my knowledge, my skills, my experiences and strong commitment with other colleagues to achieve the company goals and objectives.

The details of my work experiences and qualifications are provided in the enclosed my updated curriculum vitae (CV) for your further consideration.

Thank for your consideration of my application in advance. Should you have further inquiries, you may contact me at my mobile phone number: **015 810 618** or email: reumtula321@gmail.com

I'm looking forward to talking with you further about this exciting opportunity.

Yours faithfully,

Reum Tola

REUM TOLA, Mr.

**Street 21Bt, #94B, Sangkat Boeung Tompun, Khan Mean Cheay,
Phnom Penh, Kingdom of Cambodia**

Mobile Phone: 015 810 618

Email address: Reumtula321@gmail.com



PROFESSIONAL SUMMARY

A dedicated IT with **Six** years of experience in providing technical assistance and troubleshooting for end-users. Proficient in diagnosing hardware and software issues, resolving network problems, and ensuring smooth IT operations. Strong communication skills and a customer-centric approach.

PERSONAL DETAILS

Sex	: Male
Date of Birth	: October,05,2000
Place of Birth	: Pouhealeou village, BramBey Mom Commune, Trang District, Takeo Province
Marital Status	: Single
Nationality	: Cambodian
Languages	: English (Good)

EDUCATION

2018-2022	: I am graduated Bachelor degree of Computer Science and Engineering at Royal University of Phnom Penh
2018-2019	: I am studying English at New life Centre level intermediate.
2016-2018	: Studied at Sok An Thnal Bom Bek high school
2014-2016	: Studied at Chranieng Phaem secondary school
17/Oct/2019 (4 Month)	: CCNA1, Router and Switching, Introduction of network.

COURSE

2018-2019	: I finished Microsoft office at New life Centre. I am studying English at New life Centre level intermediate
03-March-2015-23-May-2015	: I finished Microsoft office at International Training Center.

EXPERIENCE

Feb/2024 – Currently	: <i>IT Officer At ELT Institute</i>
Duties	<ul style="list-style-type: none">: Ensure all computers in the building are functional including Computer Lab, Speech lab, security, and all electronic devices, etc.: Guarantee the school server is well secured, backup & functional Set up, check, and make sure all computers, printer, security camera & networks are functional and well secured at all time: Prepare and enforce a clear IT policies & procedures.: All important documents must be all backup both hard and soft: Ensure an effective and fast internet speed & Wi-Fi for everyone: Enrollment, registration, school management system, payments, application & documents, student & staff ID, Parent pick up card, Certificate, etc.: Install, configure, and maintain computer hardware, software, and peripherals.: Manage software licensing and updates.

- : Provide technical support to end-users, addressing hardware and software issues.
- : Assist in the setup and maintenance of user accounts and profiles.
- : Assist in the planning and implementation of IT projects.

Mar/2020 – Jan/2024

Duties

: *IT Office At Yinkok Food Corp*

- : Support users (both office and stores) by installing needed software, check on the problem that users request to help and find solution to fix
- : Maintain network services for all stores and head office
- : Write technical documentation for IT department for reference of user support
- : Record IT inventory and items transfer in and out
- : Manage IT hardware items in stock and define which items can be usable and unusable
- : Purchase IT hardware and software: source for suppliers and negotiate price with them, check for supplier who offers better price
- : Set up and configure CCTV camera and attendance system
- : Troubleshoot all problems and computer maintenance: hardware and software
- : Provide general IT support to HO, Lotteria, TAK and T&C stores
- : Configuration Synology NAS storage and share data, manage permission all you user.
- : Sep up and maintain system ERP (Set up new system for new Store, Create promotion monthly all store)
- : Create email and prepare computer for new staff.
- : Setup new store network and software (internet, point of sale, CCTV camera, printer...) based on infrastructure provided by head of IT

Dec/2019 – Feb/2020

Duties

: *IT Supporter Office at Han Thong Consultant*

- : Maintains the computer networks of all types of organizations
- : Troubleshoot PC, Printers, Scanners, Switches and other IT equipment
- : Providing technical support and ensuring the whole company runs smoothly
- : Monitors the company computers systems, installs and configures hardware and software, and solves technical problems
- : Installing and configuring computer hardware, software, systems, networks, printers and scanners
- : Responding in a timely manner to service issues and requested
- : Providing technical support across the company
- : Server maintenance and network security
- : Repairing and replacing equipment as necessary

June/2019 - Nov/2019

Duties

: *IT support at Com-solution*

- : Maintaining on printer and equipment printer (Fix and setup new toner)
- : Install and configure computer hardware, software, systems, networks, printers and scanners
- : Repairing and replacing equipment as necessary
- : Monitor and maintaining computer system and network

Feb/2019 - May/2019

Duties

: *IT internship at RIT*

- : Copy and back-up data from server and laptop to hard disk
- : Support and maintain the company's IT functions
- : Installation of hardware and software

- : Deal with IT supplier and technical advisor
- : Providing technical support across the company

Sept/2018 - Feb/2019

Duties

- : ***Cashier& Seller at Circle K Cambodia***
- : Payment with customer
- : Cash control (Cash in and Cash Out);
- : Prepare cash every day for General Manager;
- : Controlling petty cash;
- : Stock control;
- : Prepared order item to purchaser and company;
- : Greet customers with satisfactory service;
- : Ensure data's shop;
- : Prepare quotation for customers;
- : Prepared invoice and receipt for customers;
- : Prepared daily report and sent to Manager Shop

HOBBIES

I like familiarizing with other people, communicating, working in group, hangout, listening Radio about hot new, Internet E-mail watching TV and listening to music. Moreover, I like help other people and encourage.

REFERENCES

Mr. Sun Buntha
Call Phone

: **Project Coordinator YLLD project at World Vision International**
: **070 752 352**