

ZWE LINN MAUNG

IT SUPPORT



PROFILE

I am a qualified and helpdesk support with one and half years of experience in Odoo ERP functional support, technical support and customer service. Can resolve some complex system and technical issues efficiently.

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SKILLS

- Troubleshooting and resolving software and hardware issues
- Strong analytics
- Problem-Solving
- Learning easily
- Computer Literacy
- Good communication
- Decent Knowledge of Networking

EXPERIENCE

ODOO SYSTEM SUPPORT

LogicPrime Company(service provider)

January 2023 - Present

- Assisted in deployment of POS project (Gong Cha Myanmar) and clinic project.
- Tested systems to find bugs and error.
- Installed and configured computer hardware, operating system and applications.
- Created documentations and user manuals for end user.
- Provided user training.
- Provided technical and system support services to end user.
- I supported POS system - Season Bakery Myanmar, Gong Cha Myanmar, Cellar Door Wine Bistro.
- Handled data, inequivalent sale report and user faults.
- Imported employees' and products data into system.
- Collaborated with customer's IT team to develop and maintain the system.

EDUCATION

HIGH SCHOOL GRADUATE

2018 - 2019

PYAY UNIVERSITY

English Specialization

2019 - 2020