Kanyarut Pornamnuay

Los Angeles, CA 90029
Phone: (323)788-7440 | Email: benbaba2525@gmail.com
Portfolio: https://kanyarutportfolio.herokuapp.com/

SUMMARY

I graduated with a master degree in Computer Science, and also joined the DatabaseManagement Program , Full Stack Development Coding Bootcamp and received a Certificate from University of California.

For the past 3 years, I have been working as an IT support specialist.

My experience in IT support is wide and varied, including troubleshooting, Maintaining, Installing and configuring computer hardware, software, system, networks, printer and scanners.Known as an innovative problem solver passionate about IT professional, with a focus on IT support for long-term professional growth and development.

QUALIFICATIONS

- Technical help desk experience
- Customer Service Experience
- Demonstrated skill in managing change and maintaining flexibility in a variety of challenging environments.
- Fast Learner, enthusiastic, ability to make logic decisions.
- Proven ability to diagnose, troubleshoot and resolve technical problems.

TECHNICAL SKILLS

- Experienced with both PC and Macintosh computers.
- Experienced with Microsoft office (Power Point, Word, Excel) and Internet.
- Knowledge in TCP/IP networking and routing protocols.
- Extensive network device experience.
- Excellent skills in installing, maintaining and integrating network devices.
- Profound understanding of LAN and WAN management and maintenance protocols.
- Experienced with database management, RDBMS.
- Experienced with HTML, CSS, JavaScript, SQL

WORK EXPERIENCE

Technical Support Specialist   2017 – Present
Wawio POS   Los Angeles, CA

- Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Installed Hard disk, CD Drives, CPU, Memory, Power supply unit, Network card and hard disk controller card on PC systems.
- Installed, operated, maintained new and existing customer computer hardware and software on LAN/WAN.
- Configured, maintained and troubleshoot network infrastructure such as switches and routers.
- Resolved issues related to operational components for local area networks.
- Diagnosed clients computer issues remotely on the network using Windows Remote Desktop application, Team Viewer application or TSplus Secure Remote Access application.

EDUCATION

University of California, Los Angeles (UCLA)
Certificate Program in Full Stack Web Development.

University of California, Los Angeles (UCLA)
Certificate Program in Database Management.

Pacific States University, Los Angeles

Master Degree in Computer Science.

Advanced Computing Institute, Los Angeles

Certificate Program in Computer Based Information System.

University of the Thai Chamber of Commerce, Thailand

Bachelor's Degree in Food Science