

# Kanyarut Pornamnuay

Los Angeles, CA 90029

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Portfolio: <https://kanyarutportfolio.herokuapp.com/>

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## SUMMARY

Technical Support Specialist with a background in Computer Science , Database Management Certificate Program and Full Stack Development in Coding Bootcamp. For 3 years experience in IT support is wide and varied, including maintaining, troubleshooting, installing and configuring computer hardware, software, system, networks, printer and scanners. I have also provided IT help desk support and have developed excellent interpersonal skills as a result. Known as an innovative problem solver passionate about IT professional, with a focus on IT support for long-term professional growth and development.

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## QUALIFICATIONS

- Technical help desk experience
  - Customer Service Experience
  - Excellent ability to work well with others and independently as necessary.
  - Able to communicate well with others under any circumstance.
  - 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.
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## 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**  
**Wawio POS**

2017 – Present  
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.
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## 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