

Kanyarut Pornamnuay

Los Angeles, CA 90029

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

SUMMARY

Technical Support Specialist with a background in Computer Science , Database Management Certificate Program and Full Stack Development in Coding Bootcamp. For 8 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.

TECHNICAL SKILLS

- Help desk and Customer service skills.
 - Excellent skills in IT supports ticketing systems.
 - Operating systems : Window XP, 7, 8, 10, Mac OS and Linux (Ubuntu).
 - Microsoft Suite (Power Point, Word, Excel).
 - Knowledge in TCP/IP networking and routing protocols also understanding of LAN and WAN management and maintenance protocols.
 - Excellent skills in installing, maintaining and integrating network devices.
 - Profound Create and design network diagrams using visio and google docs.
 - Database management, RDBMS.
 - HTML, CSS, JavaScript, SQL
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WORK EXPERIENCE

Technical Support Specialist
Wawio POS (Full Time)

2016 – Present
LosAngeles, 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.
- Network and computer hardware/software installation, configuring LAN and WAN Antivirus installation and updating computers and printers repairing, servicing and upgrading.
- Provide orientation and guidance to users on how to operate new software and computer equipment.

- Gathering and using customer details before evaluating and analysing the symptoms of the issue and providing logical solutions.
- Identify the issues and work with programmers in the developer department to ensure software is working properly and up to date.
- Diagnosed clients computer issues remotely on the network using Windows Remote Desktop application, Team Viewer application or TSplus Secure Remote Access application.
- Resolved issues related to operational components for local area networks.
- Maintaining firewalls, virtual private networks, web protocols, and email security.
- Access to confidential data including financial reports, company records and minutes, customer quotations, organizational plans, designs, and programs.
- Create support service tickets and use web-based ticketing systems to track and deliver support service.

Restaurant IT Support
Natalee Thai Restaurant (Part Time)

2012 – Present
 Los Angeles, CA

- Provide desk-side assistance in resolving technology support issues.
- Perform installations, repairs, upgrades, backups, and other maintenance tasks.
- Maintenance and support of all computers (servers, desktops, cash registers, tablet, iPad and laptops), databases, network and separate printers, and all other IT equipment.
- Provide training to staff to utilize all functions of POS software.

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