Kanyarat Paulamnuay

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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. Over the past 8 years of experience in IT support is wide and varied, including maintaining, troubleshooting, installing, and configuring computer hardware, software, system, networks, printer, scanners and credit card machines. 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.
- Expert skills in IT support ticketing systems.
- Operating systems : Window XP, 7, 8, 10, Mac OS, and Linux (Ubuntu).
- Microsoft Suite (PowerPoint, 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, troubleshooting, and integrating hardware, software, and network devices.
- Profound Create and design network diagrams using Visio and google docs.
- Database management, RDBMS.
- HTML, CSS, JavaScript, SQL

WORK EXPERIENCE

Technical Support Specialist   2016 – Present
Wawio POS   LosAngeles, CA

- Worked closely with customers, internal staff, and stakeholders to determine the planning, implementation, and integration of system-oriented projects.
- Install, maintain, and configure network, hardware, software, and other equipment to meet client requirements, routinely observe operational performance, and install security patches and updates when necessary.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Provide daily support to users of various computer systems including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.

- Gathering and using customer details before evaluating and analyzing the symptoms of the issue and providing logical solutions.
- Communicate clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- Diagnosed client's computer issues remotely on the network using Windows Remote Desktop application, Team Viewer application, or TSplus Secure Remote Access application.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Identify the issues and work with the development team to ensure the software is working properly and establish goals and objectives for system improvements and upgrades.
- Maintaining firewalls, virtual private networks, web protocols, and email security.
- Create support service tickets and use web-based ticketing systems to track and deliver support service.

Restaurant IT Support   2012 – 2016
Natalee Thai Restaurant   LosAngeles, CA

- Provide desk-side assistance in resolving technology support issues.
- Perform installations, repairs, upgrades, backups, and other maintenance tasks.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Maintenance and support of all computers (servers, desktops, cash registers, tablet, iPad and laptops), databases, network and separate printers, and all other IT equipment.
- Records events, problems, and their resolutions in the ticketing system.
- 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