

Kanyarat Ben Paulamnuay

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GitHub: <https://github.com/benbaba2525>

Portfolio: kanyarat-kp.herokuapp.com/

TECHNICAL SKILLS

Languages: HTML/HTML5, CSS/CSS3, JavaScript, SQL

Database: MySQL, MongoDB

Other: Responsive Web Design, Bootstrap, APIs, JSON, ReactJS, jQuery, Node.js, Heroku, Git, Github, WordPress, and Adobe.

- Help desk and Customer service skills.
 - Expert skills in IT support ticketing systems.
 - Operating systems : Windows XP, 7, 8, 10, Mac OS, ChromeOS and Linux (Ubuntu).
 - Microsoft Suite (PowerPoint, Word, Excel).
 - Knowledge of TCP/IP networking and routing protocols and an 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.
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EXPERIENCE

IT Solution Technician (Temporary)

LAUSD

September 2022 – Present

Los Angeles, CA

- Monitors website to identify and optimize performance issues.
- Uploads new and revised web pages utilizing file transfer protocol software.
- Acts as a primary liaison contact for all local network problems and contacts ITD or vendors to resolve related issues.
- Installs, configures, and troubleshoots desktop Windows and Mac computers, software, and peripheral devices.
- Performs routine maintenance, service, and repair of desktop computers and related peripherals.

IT Support Technician

LAUSD

April 2022 – August 2022

Los Angeles, CA

- Installs and tests computers and related devices on a local area network.
- Installs commercial off the shelf software.
- Inspects and diagnoses hardware malfunctions.
- Provides first level support for operation to personal computer, mobile device, and peripheral equipment operation to users.
- Diagnoses complex problems and repairs desktop, laptop computers, other mobile computer devices, printers, and other.
- Resolves basic client issues related to desktop and laptop computers, and related software.
- Maintains a repair log to track repairs by component, serial number, and model number.

Airport IT Systems Support Technician
ServiceTec at LAX

2021 – 2022
Los Angeles, CA

- Analyze and solve routine computer-related problems.
- Analyze incidents, identifying top call drivers, and suggesting improvements.
- Maintain a consistent presence for that day and perform maintenance as per customer requirements and training.
- Report on maintenance activities immediately following each site visit and for incidents received using the Microsoft team, Service Now ticket system.
- Provides technical support to airline agents who need assistance with airport IT systems.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.

Web Developer
Wawio POS

2020 – 2021
Los Angeles, CA

- Design, build and maintain highly reusable JavaScript, HTML and CSS code in WordPress.
- Responsible for design, and front-end web development including implementing WordPress themes and plugins.
- Perform maintenance and support for web pages and customers' experiences.
- Track and analyze analytics in various platforms to ensure site performance.
- Actively communicate with stakeholders about the status of projects.

Technical Support Specialist
Wawio POS

2016 – 2020
Los Angeles, CA

- Worked closely with customers, internal staff, and other stakeholders to determine the planning, implementation, and integration of system-oriented projects.
- Create support service tickets and use web-based ticketing systems to track and deliver support services.
- Install, maintain, and configure the network, hardware, software, and other equipment to meet client requirements, routinely observe operational performance, and install, and update when necessary.
- 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.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Maintenance and support of all computers (servers, desktops, cash registers, tablets, iPads, and laptops), databases, network and separate printers, and all other IT equipment.

EDUCATION

- **APPLE CERTIFIED SUPPORT PROFESSIONAL**
- **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.