

Kanyarat Paulamnuay

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Portfolio: kanyarat-kp.herokuapp.com/

SUMMARY

Technical Support Specialist with a background in Computer Science, Database Management Certificate Program, and Full Stack Development in Coding Bootcamp. Over the past 9 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 professionals, 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 and integrating network devices.
- Profound Create and design network diagrams using Visio and google docs.
- Database management, RDBMS.

EXPERIENCE

Airport Systems Support Technician ServiceTec

2021 – Present
Los Angeles, CA

- Analyze and solve routine computer related problems. Ability to read a variety of informational documentation, directions, instructions, methods and procedures, such as manuals, wiring diagrams, product documentation and related materials.
- Maintain a consistent presence for that day and perform maintenance as customer requirements and training.
- Report on maintenance activities immediately following each site visit and for incidents received using the microsoft team.
- Site Reporting: Correctly complete and maintain the records for the site.
- Provides technical support to airlines's agents who need assistance with airport systems.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.

Technical Support Specialist
Wawio POS

2016 – 2021
Los Angeles, CA

- Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Provide daily support to users of various computer systems including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
- Create support service tickets and use web-based ticketing systems to track and deliver support service.
- Install, maintain, and configure network, hardware, software, and other equipment to meet client requirements, routinely observe operational performance, and install, 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.

Restaurant IT Support
Natalee Thai Restaurant

2012 – 2016
Los Angeles, 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.
- 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