

Kanyarat Paulamnuay

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SUMMARY

Technical Support Specialist and Web Developer 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. Also, I recently developed and gained skills and experience by completing the certificate program in full stack development coding bootcamp to design, build, and maintain websites and application from conception to production using HTML/HTML5, CSS/CSS3, Responsive Web Design, Bootstrap, Material-UI, REST APIs, AJAX, JSON, ReactJS, JavaScript, jQuery, Node.js, Express.js, MySQL, MongoDB, Firebase, Git, Github, Wordpress, and Adobe. Known as an innovative problem solver, passionate about IT professionals, with a focus on IT support and Web Development for long-term professional growth and development.

TECHNICAL SKILLS

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

Database: MySQL, MongoDB, Firebase

Other: Responsive Web Design, Bootstrap, Material-UI, REST, AJAX, APIs, JSON, ReactJS, jQuery, Node.js, Express.js, Heroku, Git, Github, Wordpress and Adobe.

- 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

Web Developer

Wawio POS

2020 – Present

Los Angeles, CA

- Design, build, and maintain highly reusable JavaScript, HTML and CSS code in WordPress.
- Responsible for design, front-end web development including implementing WordPress themes and plugins.
- Perform maintenance and support for web pages and customer 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 – Present

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.
- 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