Chan Nyein Zin (Noel)
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EDUCATION

Columbia University in the City Of New York May 2024
Bachelor of Art in Computer Science
Honors & Awards: Phi Theta Kappa Scholarship, Dean's List Fall 2023 & Spring 2024

PROFESSIONAL EXPERIENCES

Apex System July 2025 - Present
Desktop Field Technician
- Supported rollout of over 35000 Windows 11 systems in clinical and admin environments, helping scale Inova's digital infrastructure.
- Collaborated with field teams to improve the experience for internal users during the transition.
- Researched hardware/software compatibility, gathered user feedback, and helped resolve friction points.
- Ensured compliance with IT policies (MFA, security settings) while supporting account access, login, and Microsoft 365 tools.
- Used ServiceNow to document support trends and propose improvements in rollout flow.

Revature
Full Stack Software Developer Intern Oct 2024 – March 2025
- Built internal tools and dashboards using Java, Spring Boot, and PostgreSQL to solve real business needs.
- Collaborated with QA, analysts, and other developers in Agile sprints to build and test product features.
- Created and tested REST APIs; applied feedback from peers to improve usability and performance.
- Developed business logic and data models to support feature releases, improving backend response time.

Columbia University Information Technology
Service Desk Assistant Technician Nov 2022 – Sept 2024
- Delivered technical support to over 1,000 users, helping improve day-to-day operations for staff and students.
- Gathered user pain points, fixed access issues (Active Directory, MFA, VPN), and provided training during setup.
- Led device onboarding using imaging tools and worked with stakeholders on classroom and lab tech deployments.
- Identified common tech issues, improved documentation, and suggested changes to reduce ticket volume.
- Gained experience balancing technical needs with user experience and clear communication.

TECHNICAL SKILLS

- **Technical & Product Tools:** Jira, ServiceNow, Microsoft 365, Zoom, Google Workspace, REST APIs, Git, Visual Studio Code, Confluence
- **Programming Languages & Data**: Java, Python, SQL, Spring Boot, Bash (basic), Excel
- **IT & Systems:** Windows 10/11, macOS, Active Directory, MFA, VPN
- **Networking:** VPN, TCP/IP, basic DNS/DHCP
- **Soft Skills:** Customer empathy, strategic thinking, team collaboration, cross-functional communication