# Kaung Khant Nay

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Personal Information

Email: kaungkhantnaynay@gmail.com

Date of birth : 25-Aug-1997

Passport No. : MF922111

Nationality : Myanmar

Religious : Buddhist

Phone : 09-450837799

Address :

Building (281)A, Room(9),

Yan Aung Street, Yankin Township,

Yangon, Myanmar

Teamwork Adaptability

Time management Communication Interpersonal

Work ethics

# Objective

Highly motivated System/Network Engineer (NOC) with experience of day-to-day operation infrastructure support in Enterprise, Financial networking DC. Supporting for Financial service network design and troubleshoot according to Financial DC standard and seeking a challenging role within the banking industry's Network Operation Center. Holding a strong technical background knowledge in Routing/Switching, Enterprise, Firewall and F5 troubleshooting. With a proven track record of ensuring the reliability, security, and efficiency of complex network infrastructures, I am eager to leverage my expertise in troubleshooting, incident management, and proactive maintenance to contribute to the seamless operation of critical banking systems. Possesses strong analytical and problem-solving skills coupled with excellent communication and teamwork abilities.

* My goal is to utilize my technical skills, collaborative nature, and passion for continuous improvement to drive excellence in network operations.
* To have an opportunity to work as a team in an organization and work in a challenging position that will allow me to grow.

# Experience

**Company : YOMA Bank Co. Ltd**

**Position : NOC Engineer ( 01-July-2019 to 30-Aug-2023)**

**Department : IT Department (NOC Team)**

Education

* Bachelor of Science (Physics), Dagon University, Yangon (2017)
* Cisco Certified Network Associate Routing and Switching (2019)
* Certificate in Microsoft Azure cloud (2019)
* Certificate in Practical A+ (2019)

**Position : Network Engineer ( 01-Sept-2023 to 14-Feb-2024)**

**Department : IT Department (Data Center and Network Team)**

* Responsible for ticket handling under the Network team queue.
* Monitor and maintain the network infrastructure of the bank's Network Operation Center to ensure optimal performance and availability.
* Respond promptly to incidents and service requests, troubleshooting network issues and resolving them within agreed service levels.
* Perform routine network maintenance tasks such as configuration backups, software upgrades, and security patching.
* Document all incidents, problems, and resolutions in the incident management system, ensuring accurate and thorough records for future reference.
* Troubleshoot networks, systems and application to identify and other operation difficulties and provide telephone and internal users requirements.

Personal Skills

* Work Ethics
* Problem-solving
* Leadership
* Teamwork
* Time management
* Communication
* Interpersonal skills
* Adaptability
* Initiative
* Trained and be able to support new network system or application, if there’s any.
* Contribute to the service desk and local support if needed.

# Project

* Implemented a multi-site MPLS network to connect branch offices, improving inter-office communication and collaboration.
* Designed and deployed a redundant VPN solution using Cisco ASA firewalls, enhancing remote access capabilities for employees working from home.
* Assist a team in upgrading the bank's core network infrastructure to support increased bandwidth and improved reliability.
* Designed and implemented a disaster recovery plan for the Network Operation Center, ensuring continuity of banking operations in the event of a network failure.