

Khin Yadanar Hlaing

Business | Data Analyst



CONTACT INFORMATION

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PERSONAL INFORMATION

Date of birth : Aug 5, 1996
Nationality : Myanmar

EXPERIENCES

Yangon, Myanmar

Sept 2022-June 2023

Data Analyst (Business Operation)

Royal Express Delivery Service

- Organizing necessary trainings in collaboration with various departments
- Collecting data and intelligence on ongoing operational, and organizational issues
- Defining, categorizing, and analyzing available data and intelligence.
- Provide specific advice and recommendations to the management team and all departments as requested.
- Work as a problem-solving taskforce on demand for all departments.
- Build out the data and dashboard from the system using SQL and Power BI to provide real-time insights into the Inbound/Outbound, delivery status and KPI

Mandalay

Jan 2021-May 2022

Associate Network Engineer

Frontiir (Myanmar Net ISP)

- Performed troubleshooting and equipment diagnostics to resolve connectivity issues.
- Established the link to OLT to get internet for Wi-Fi User
- Provided complete end-to-end engineering and installation process.
- Handled customer complaints with empathy and composure.
- Ticket Management, Record Customer order data
- Communication with another operational team and supporting.

Mandalay

Feb 2020-Nov 2020

Coordinator

Innovis Telecom Services

- Daily Tracking with field team for Bill payment
- Planning bill payment
- Coordination with vendor for Issue resolution
- Online Payment bill checking and making new online payment process.
- Answered calls, responded to emails, and spoke with consumers face-to-face. Resolve connectivity issues.

EDUCATION

Kyaukse, Myanmar

2013-2019

Bachelor of Engineering with Electronics

Technological University

LANGUAGE

English

SKILL

- SQL
- Excel/Google Sheet
- Microsoft Office
- Power BI
- Technical Support
- Report Presentation

CERTIFICATIONS & COURSE

- Leadership and Capacity Development
- Advanced Excel
- Business Analysis (IT Master CSU)
- Google Data Analytics Professional (Coursera)

REFERENCE PERSON

- Nikolas Tun (Management Consultant-Royal Express)- +9599795020100
- Sai Arkar Lwin (Manager-Frontiir)- +959977238687

JOB PREFERENCE

- Willing to travel- Yes.

DECLARATION

I have a good attitude and honesty. I do hereby promise that the above statements are true and correct.