KYAW MYO HLAING

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Professional Summary

Dynamic and results-oriented Infrastructure Manager with 14 years of extensive experience in ICT, including 4 years overseas. Proven expertise in enterprise networking IT infrastructure implementation system administrator and customer support. Adept at planning, designing, and maintaining complex data center and disaster recovery infrastructures. Committed to achieving organizational goals through strategic IT Support.

CORE COMPETENCIES

- **Network Design and Acrchitecture**
- **Server Infrastructure Management**
- **Network Security Implementation**
- **Disaster Recovery Planning**
- **Documentation and Reporting**
- **Proactive Maintenance and Troubleshooting**

- **Leardership**
- **Team Management**
- **Vendor Collaboration**
- **Communication**
- **Problem Solving**

PROFESSIONAL EXPERIENCE

Infrastructure Manager, First Private Bank Co., Ltd, Yangon, Myanmar (May 2017– Present)

In my role as an Infrastructure Manager at First Private Bank Co., Ltd, I assumed a pivotal position responsible for orchestrating the organization's IT infrastructure. My primary focus was on ensuring the seamless functioning of critical banking systems through strategic planning, meticulous design, and proficient management of various technologies.

- **Virtualization Management**: Oversaw the configuration, deployment, and ongoing management of VMware vSphere and Tanzu Kubernetes clusters, ensuring optimal performance, resource allocation, and virtual machine operations.

- **Strategic Infrastructure Planning**: Led the strategic planning efforts for the bank's IT infrastructure, including Core banking, Digital Banking, FI-Gateway, Swift, and Credit Bureau systems. Ensured alignment with the bank's objectives and future scalability.
- **NSX Implementation**: Designed and implemented VMware NSX, creating a secure and dynamic network infrastructure. Implemented micro-segmentation for enhanced security and network isolation.
- **Cloud Integration**: Implemented cloud solutions, including VMware Cloud Availability (DR), ensuring the organization's critical workloads were protected and could be rapidly recovered in the event of a disaster. Facilitated seamless integration of on-premises and cloud-based services.
- **Network Architecture & Security**: Designed and maintained secure network architectures. Implemented Role-Based Access Control (RBAC), encryption protocols, and real-time monitoring tools like Prometheus and Grafana to ensure a secure and high-performance network environment.
- **AWS VPC Setup**: Spearheaded the design and implementation of a secure Virtual Private Cloud (VPC) architecture, leveraging multiple Availability Zones and VPC endpoints. Implemented advanced monitoring techniques to ensure fault tolerance and data integrity.
- **SD-WAN Deployment**: Led the deployment and configuration of SD-WAN solutions, optimizing WAN traffic, enhancing network reliability, and ensuring secure communication between branches and data centers.
- **Server Administration**: Installed, configured, and administered Windows and Linux operating systems. Managed web application servers, ensuring they were up-to-date, secure, and optimized for performance.
- **Switch and Router Configuration**: Deployed, configured, and optimized network switches and routers, ensuring high-performance data routing, fault tolerance, and efficient traffic flow across the network.
- **UCS Server Management**: Oversaw Cisco Unified Computing System (UCS) server configurations, ensuring seamless integration with the overall network infrastructure and efficient resource utilization.
- **EMC Storage Management**: Managed EMC storage solutions, including SAN and NAS configurations, ensuring data storage optimization, high availability, and seamless data access.
- **Data Domain Backup**: Implemented and managed EMC Data Domain backup solutions, ensuring efficient and reliable data backup, replication, and recovery processes.
- **Palo Alto Firewall**: Configured and maintained Palo Alto firewalls, ensuring robust network security, intrusion prevention, and seamless traffic flow while adhering to security policies.
- **Documentation and Training**: Maintained detailed documentation of configurations, procedures, and best practices. Provided training and knowledge sharing sessions to team members and stakeholders, ensuring a well-informed IT team.
- **Performance Monitoring and Optimization**: Regularly monitored the performance of the virtualized infrastructure, identifying bottlenecks and areas for improvement. Implemented optimizations to enhance overall system efficiency and responsiveness.

- **Collaboration and Vendor Management**: Collaborated with vendors, ensuring the latest updates, patches, and best practices were applied. Managed vendor relationships, resolved technical issues promptly, and ensured the organization benefited from cutting-edge solutions.
- **Incident Response**: Led incident response efforts, orchestrating recovery processes during critical events, minimizing business impact, and ensuring swift resolution of network-related issues.
- **Capacity Planning**: Conducted capacity planning exercises, forecasting future resource requirements, and ensuring the infrastructure was scalable to accommodate the organization's growth and evolving IT needs.

Senior System Engineer, Frontier Technology Partners Co. Ltd, Yangon (March 2014 – May 2017)

As a Senior System Engineer at Frontier Technology Partners Co., Ltd, I was entrusted with critical responsibilities in managing complex IT infrastructures. My role involved overseeing various aspects of system and network administration to ensure seamless operations of the organization's IT environment.

- **System Infrastructure Management**: Planned, designed, implemented, and maintained the system infrastructure, ensuring seamless operations of the "myKyat" system. Managed complex systems including Cisco networking and VMware virtualization technologies.
- **Virtualization Expertise**: Installed, configured, and administered ESXi hosts and vCenter Server. Managed virtualized environments, ensuring optimal performance, resource allocation, and efficient virtual machine operations.
- **Network Design and Administration**: Designed and implemented enterprise-level networks for both Head Office and Branch Network. Configured switches, routers, firewalls, and access points to establish secure and high-performance network connections.
- **Active Directory Management**: Managed user accounts, Organizational Units, Group Policy Objects (GPOs), and shared resources within Active Directory. Implemented security permissions and optimized the Active Directory service for performance.
- **Server Administration**: Installed, configured, and administered Windows and Linux operating systems. Managed web application servers, ensuring they were up-to-date, secure, and optimized for performance.
- **Monitoring and Optimization**: Implemented monitoring tools like Cacti and vOperation Manager to ensure real-time monitoring of system performance. Conducted regular performance optimizations to enhance system efficiency.
- **Security Measures**: Maintained system security by updating device firmware, operating systems, software, and applications. Installed and configured security software to protect against malware, intrusions, and other cybersecurity threats.
- **Team Management**: Managed and led a team of IT professionals and vendors, ensuring effective collaboration, task delegation, and successful project outcomes. Facilitated training sessions to enhance team skills and knowledge.

- **Incident Response**: Acted as a point of contact for incident response, diagnosing and resolving system errors promptly. Implemented strategies to minimize downtime during critical incidents and ensured swift recovery.
- **Documentation**: Maintained detailed documentation of configurations, procedures, and best practices. Documented network architectures, server configurations, and troubleshooting steps for future reference and knowledge sharing.

Senior Network Engineer, OKA Management Technology Co. Ltd, Singapore (Nov 2008 – Nov 2012)

As a Senior Network Engineer at OKA Management Technology Co., Ltd, I played a pivotal role in shaping and maintaining the organization's network infrastructure. My responsibilities encompassed a wide array of tasks, focusing on network design, implementation, and continuous optimization to ensure seamless and secure data communication.

- **Network Planning and Implementation**: Led the planning and implementation of switches, routers, access points, and firewalls. Designed network architectures that catered to the organization's evolving requirements, emphasizing scalability and robustness.
- **Network Maintenance and Repair**: Implemented proactive maintenance routines, diagnosing and swiftly resolving network issues. Conducted regular repair and troubleshooting of computer hardware, ensuring continuous network uptime.
- **Server Infrastructure**: Installed, configured, and administered Active Directory, DHCP, DNS, and web application servers. Ensured server security, optimal performance, and streamlined user access within the Windows Server environment.
- **Security Configurations**: Configured and maintained firewall policies, VPNs, and intrusion detection systems. Implemented stringent security measures to safeguard sensitive data, ensuring compliance with industry standards.
- **Performance Optimization**: Implemented Quality of Service (QoS) policies to optimize network performance for critical applications. Utilized diagnostic tools to identify and eliminate bottlenecks, ensuring smooth data flow.
- **Collaboration and Integration**: Collaborated with vendors for the latest hardware and software solutions. Ensured seamless integration of various network components, facilitating efficient communication between different devices and services.
- **Documentation and Reporting**: Maintained detailed documentation of network configurations, troubleshooting procedures, and security protocols. Generated regular reports to track network performance, identifying areas for improvement.
- **WAN Connectivity**: Designed and configured WAN connections, including MPLS, leased lines, and broadband. Ensured high availability and fault tolerance, implementing redundancy protocols and load balancing techniques.
- **User Technical Support:** Provided technical support to end-users, addressing complaints and resolving system errors. Conducted user training sessions, enhancing their understanding of network usage and best practices.

EDUCATION AND CERTIFICATIONS

Bachelor of Engineering (BE-IT)

Mandalay Technology University (2000 - 2006)

- VMware Certified Professional 6.5- Data Center Virtualization
- VMware Certified Professional 5- Data Center Virtualization
- Master Cloud-Native Infrastructure with Kubernetes
- SDN, NFV, Whitebox switching, and OpenFlow
- ICSI | CNSS Certified Network Security Specialist
- Introduction to OpenShift Application
- ACI
- Cert Prep: Red Hat Certified System Administrator
- CCNA Routing and Switching
- Blockchain Specialization
- Foundations of Project Management
- Project Initiation- Starting a Successful Project
- Project Planning: Putting It All Together