May Thu Htun

Applied Position

Contact

Address:
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Aung Myay Thar San Township,
Mandalay.

Birthday:
6 May 1993

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Languages

English - * * * *

Hobbies

- Writing
- Watching movies
- Reading
- Web Design
- Web Developing
- Coding
- Logical Thinling

Summary

Conscientious and flexible web developer well-versed in using social skills and empathy to manage projects behavior. Learn everything very easily and enthusiastic to learn new programming languages.

Skill Highlights

- HTML, CSS
- Bootstrap
- JavaScript
- jQuery
- mysql
- WordPress
- CMS
- MS Office Suite
- Office 365
- GSuite
- MATLAB
- Adobe Photoshop

Experience

Cloud Application Support Consultant – 10/2021 to Now
EDKA Digital Co., Ltd.

- Providing end users support to customers regarding with cloud applications.
- Providing support in problem fixing, monitoring and testing for business application.
- Handling support tickets and application support to the end users.
- Diagnosing, analyzing and solving the issue, when the issue comes.
- Reviewing and discussing open incidents to determine who and how the incidents should be handled.
- Developing and maintaining documentation for issue logs and ticket analysis.
- Resolving problems, providing functional and technical support, research and answer questions related to the cloud applications.
- Delivering user training to client-end-users and preparing end user training material.
- Working closely with peers and end users to deliver optimum service.

Sales Admin - 05/2015 to 09/2015
G Five Smart Phone

- receive and process sale orders online, via phone and email
- Verify orders, including customers' personal information and payment details and issue invoices, maintain sales records, and compile monthly sales reports
- Direct feedback from customers to relevant departments.
- Supporting the sales department with other administrative tasks

IT Technician - 10/2013 to 04/2015
Hotel Shwe Pyi Thar

- Setup and Installing Dial-up Connection
- Maintenance on Office LAN, Office Server and IT related devices
- Solving hotel Wi-Fi connection customer complaint and feedback.
- Manage and Configure Windows XP, 2007, 2008, User Accounts, Sharing & Security Permission, Software Update Service, Remote Administration and Network Printers
- Network Security, Wireless Security & Security Updates
- Server & Client Antivirus (Symantec Corporate, AVG, SMADAV, Removal Tools for Trojan, Worm and Adware)
- Configure Routers, Setup and Installing Connection
- Maintenance and update data of hotel Front Office, Point Of Sale, Back Office, Inventory, Account Receivable and General Ledger Software.

Education

- Master of Computer Technology (M.C.Tech.) at University of Computer Studies, Mandalay (2010-2014), (2016-2020)
- Bachelor of Education (B.Ed(Maths;)) at Sagaing University of Education (2017-2019)
- Diploma in English at Mandalay University of Foreign Languages (2018)

Certifications

- Special Courses in English Language Proficiency for officials from Myanmar, Mongolia and Laos at Indian Technical and Economic Cooperation
- English for Education College Teacher by British Council
- TOT (Train the trainer on Teaching Methodology) by British Council

References

1. Liz Savage
   Co-worker (British Council)
   ee.savage1@gmail.com
2. Dr Mie Mie Thaw
   Research Supervisor
   09-2017804, miemiethaw@gmail.com