

NAING HTOO AUNG

NETWORK ENGINEER

CONTACT

 +95 9 4222 190 42
 naing.htooaung@yahoo.co.uk
 blog.tnitech.net
 227, 1F(B), Kyaik Ka San Road, Tarmwe Township, Yangon 11211

SKILLS

★★★★☆ IT Project Management
★★★★☆ IT Infrastructure Services
★★★★☆ Wired/Wireless Networks
★★★★☆ IT Architecture Consultancy
★★★★☆ GPON Access Networks

EDUCATION

Network Communications

KMD Institute, Yangon

2019-2020

- Computer System [Distinction]
- Computer Networks [Distinction]
- Networking Essentials [Distinction]
- Network Operating Systems [Credit]
- Practical Project [Credit]

English Literature

Dagon University, Yangon

2016-2018

During my time at the university, I developed strong communication skills, honed my ability to analyze complex texts, and cultivated a deep appreciation for the written word. While circumstances led me to discontinue my studies at Dagon University, the knowledge and skills I gained during my time there have contributed to my overall growth and development.

LANGUAGES

Burmese 
English 

PROFILE

Highly skilled and results-driven Technical Operations Manager with a strong background in network engineering, IT infrastructure deployment, and technical support. Proven expertise in managing complex projects, optimizing operations, and delivering exceptional results. Adept at leading cross-functional teams, providing comprehensive technical support, and ensuring seamless network connectivity. Demonstrated ability to drive organizational growth through strategic planning, effective vendor management, and exceptional customer service. Strong track record of success in transitioning wireless networks to fiber infrastructure, managing large-scale deployments, and providing training and support to partners and clients. Complemented by a solid educational foundation in English Literature and extensive certifications in network technologies. Exceptional problem-solving, communication, and leadership skills. Seeking new opportunities to leverage my expertise and contribute to the success of an organization. He is flexible in the workplace, willing to work hard to complete well within the set time frame, and is also a person who can withstand pressure.

WORK EXPERIENCE

Junior Technical Support

2019-2020

PRO SYSTEM & NETWORKING CO.,LTD

"My responsibilities have included providing technical support to partners and clients, conducting training sessions, and resolving issues related to network connectivity, security, and infrastructure. I am well-versed in troubleshooting network components, resolving connectivity issues, and optimizing performance to meet business needs."

Senior Technical Support

2020-2021

PRO SYSTEM & NETWORKING CO.,LTD

"In addition to providing direct technical support to partners and clients, I have been responsible for mentoring and training junior staff members, sharing my knowledge and expertise to enhance their skills and proficiency. I take pride in being able to effectively troubleshoot complex network issues, optimize performance, and ensure seamless connectivity for end-users. My responsibilities also extend to asset management, procurement, and vendor negotiation, ensuring the availability of necessary equipment and resources to support network operations. I am experienced in managing project budgets, overseeing purchasing processes, and maintaining an efficient and well-utilized asset inventory."

Technical Operations Manager

2021-Present

KALAW-NET Internet Service Provider

"My responsibilities have included providing technical support to partners and clients, conducting training sessions, and resolving issues related to network connectivity, security, and infrastructure. I am well-versed in troubleshooting network components, resolving connectivity issues, and optimizing performance to meet business needs."

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EXPERTISE

- **Networking Protocols**
(TCP/IP, DNS, DHCP, SNMP, VLANs, VPNs, OSPF, ECMP, etc.)
- **Routing & Switching**
- **Network Security**
(ACLs, VPN, IDS/IPS)
- **Network Design & Architecture**
- **Network Troubleshooting**
- **Network Hardware**
(Routers, Switches, Loadbalancers and other appliances)
- **Network Management**
- **Documentation**
- **Amazon EC2**

REFERENCES

Reference Name



+959 9 421025122



winechit@proitmyanmar.com

WORK EXPERIENCE

Mandalay Waterboom & Mandalay Bay Resort

"Crafting a technologically advanced ecosystem for unparalleled guest experiences."

- Led the deployment of over 100 IP security cameras using Dahua CCTV Systems, implementing a comprehensive surveillance system for enhanced security and monitoring.
- Designed and deployed a redundant fiber ring network using EnGenius Switches, ensuring reliable and high-speed connectivity across the 8-acre resort.
- Implemented Mikrotik Routers, EnGenius Wireless Access Points, and Switches, optimizing WiFi coverage and network performance for staff and guests.
- Integrated Infosat IPTV Systems, enabling seamless streaming of multimedia content throughout the resort.
- Deployed Yealink and Yeastar for IPPBX Systems, providing efficient and cost-effective communication solutions for staff and guests.
- Implemented a video wall system for effective display and management of visual content.

EnGenius Myanmar | Technical Support

"Providing seamless solutions and exceptional support for EnGenius products."

- Provided technical support for EnGenius products, serving as a key contact for partners and clients, and resolving their issues promptly and effectively.
- Conducted troubleshooting and issue resolution on-site at partner projects, ensuring the smooth operation of EnGenius networking solutions.
- Delivered online and offline training to EnGenius partners, equipping them with the necessary skills and knowledge to effectively deploy and manage EnGenius products.
- Earned EnGenius certifications, including EnGenius Certified Network Specialist, EnGenius Certified Wireless Professional, and EnGenius Certified Security Professional, demonstrating your expertise and mastery of EnGenius technologies.
- Collaborated closely with partners, distributors, and internal teams to address technical inquiries, provide guidance, and deliver exceptional customer service.
- Actively stayed updated with EnGenius product releases, features, and updates, ensuring the ability to provide accurate and relevant technical support to partners and clients.

International Language & Business Center

"Building a robust IT backbone for educational excellence."

- Deployed WiFi and network infrastructure using EnGenius Access Points and Switches, as well as MikroTik Routers, across multiple branches including Yangon International School, Mandalay Branch.
- Designed and implemented scalable network architectures, ensuring reliable and high-performance connectivity for faculty, staff, and students at both locations.
- Conducted site surveys and performed network optimization to ensure optimal coverage and signal strength in the school environments.
- Implemented network security measures, including authentication protocols and firewall rules, to safeguard network integrity and protect against unauthorized access.
- Collaborated with cross-functional teams to meet the unique IT requirements of both ILBC International School and Yangon International School, Mandalay Branch.

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EXPERTISE

- Provided IT support services to companies without dedicated IT departments.
- Resolved technical issues, conducted online and offline trainings, and conducted troubleshooting for EnGenius partners.
- Completed EnGenius Certified Network Specialist, EnGenius Certified Wireless Professional, and EnGenius Certified Security Professional trainings.
- Provided technical support for EnGenius products distributed by PRO SYSTEM & Networking Company Limited.
- Conducted on-site visits to partner projects, resolved technical issues, and conducted training sessions.
- Acquired certifications such as EnGenius Certified Network Professional, EnGenius Certified Wireless Professional, and EnGenius Certified Security Professional.

WORK EXPERIENCE

Outsourcing IT Staff | PRO SYSTEM & NETWORKING Co., LTD

"Bridging the IT gap for business without an in-house IT Department"

- Provided IT support and services to client companies that lacked an in-house IT department, ensuring smooth operations and resolving technical issues.
- Collaborated closely with clients to understand their specific IT requirements and develop customized solutions to meet their needs.
- Implemented and managed network infrastructure, including system setups, network configurations, and troubleshooting, ensuring reliable connectivity and efficient operations.
- Provided technical assistance and training to end-users, empowering them to effectively utilize IT systems and resolve minor issues independently.
- Supported various IT functions, including software installations, system upgrades, and data backup and recovery, ensuring data security and continuity.
- Established strong relationships with clients, earning a reputation for delivering high-quality IT services and fostering client satisfaction.
- Maintained up-to-date knowledge of emerging technologies and industry trends, applying them to optimize IT solutions and enhance client experiences.

EnGenius Myanmar | Technical Support

"Providing seamless solutions and exceptional support for EnGenius products."

- Provided technical support for EnGenius products, serving as a key contact for partners and clients, and resolving their issues promptly and effectively.
- Conducted troubleshooting and issue resolution on-site at partner projects, ensuring the smooth operation of EnGenius networking solutions.
- Delivered online and offline training to EnGenius partners, equipping them with the necessary skills and knowledge to effectively deploy and manage EnGenius products.
- Earned EnGenius certifications, including EnGenius Certified Network Specialist, EnGenius Certified Wireless Professional, and EnGenius Certified Security Professional, demonstrating your expertise and mastery of EnGenius technologies.
- Collaborated closely with partners, distributors, and internal teams to address technical inquiries, provide guidance, and deliver exceptional customer service.
- Actively stayed updated with EnGenius product releases, features, and updates, ensuring the ability to provide accurate and relevant technical support to partners and clients.

International Language & Business Center, Thuwana Campus

"Empowering learning through cutting-edge technology and seamless connectivity."

- Spearheaded a comprehensive IT infrastructure project at ILBC International School, Thuwana Branch, overseeing the deployment of a robust 3-tier network architecture. This included the utilization of EnGenius Switches and Access Points, as well as a MikroTik High-End Router and Aggregate Switches.
- Implemented cutting-edge technologies to support a large campus with 2000 to 3000 daily network clients, ensuring seamless and reliable network connectivity throughout the premises.
- Played a key role in designing and managing the network infrastructure, which featured redundant fiber cores and dual home up-links to prevent physical failures and enhance network resilience.
- Demonstrated expertise in deploying advanced security measures, including a Fortinet firewall with Threat Protection, Application Controls, and Intrusion Prevention System, safeguarding the network from potential threats.

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EXPERTISE

- *Fiber Optic Technology*
- *Optical Network Design*
(ODN Construction)
 - *Gigabit Passive Optical Network (GPON)*
 - *Network Deployment & Installation*
 - *Fiber Network Testing & Troubleshooting*
 - *Quality of Service (QoS)*
 - *Network Security*
- *(ACLs, Encryption, Firewall)*
- *Service Management (QoE)*
- *Network Monitoring*
- *Regulatory Compliance*

WORK EXPERIENCE

KALAW-NET Wireless Internet Service Provider

"Connecting Hills"

- Orchestrated the successful transition from a Wireless Internet Service Provider (WISP) to Fiber-to-the-Home (FTTH) infrastructure, leading the migration of the access network using ZTE OLT and radius servers, and multiple upstreams for redundant connections.
- Managed the operations of the ISP, overseeing a team of technicians and providing comprehensive training, transforming them into proficient fiber technicians.
- Demonstrated exceptional leadership in managing the construction of the Optical Distribution Network (ODN) around Kalaw, including overhead fiber cabling, core planning, and ensuring efficient network connectivity.
- Led the deployment and optimization of EnGenius, MikroTik, TP-Link, and Cambium Networks Wireless Backhauls, ensuring reliable connectivity for wireless subscribers.
- Successfully negotiated with local authorities and other stakeholders to secure necessary permits, rights-of-way, and agreements, facilitating the smooth deployment and expansion of the network infrastructure.
- Implemented efficient purchasing practices, acquiring essential items such as fiber optic cables, ODN equipment, and network devices from local and foreign suppliers, while building and maintaining strong relationships with vendors.
- Managed the assets of the ISP, including network infrastructure, equipment, and other company assets, implementing effective asset management strategies and conducting regular audits.
- Developed and maintained a mini Network Operation Center (NOC) for the access network, utilizing tools such as SmartOLT and Dude for network monitoring and management.
- Fostered a collaborative work environment, encouraging team members' professional growth and ensuring high levels of performance.

SOCIOIAL PROFILES



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