

PHALCHEAT CHHEANG (PAUL)

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GitHub: <https://github.com/paul-kh> | Portfolio: <https://paul-kh.github.io/portfolio/>

FULL-STACK DEVELOPER

- Versatile, agile and creative software developer leveraging a background in product development and computer networking to create web applications with clean code.
- Strong understanding of responsive web design patterns and best practices.
- Proficiency in JavaScript (Node JS) and some knowledge of Java.
- Keens to learn the design, architecture of the product, and new tools & technologies.
- Some knowledge of WordPress
- Outstanding team player with strong team spirit of cross-functional collaboration, enthusiasm, and knowledge sharing.
- Bilingual in English, Cambodian, and French.

TECHNICAL SKILLS

Front End: HTML5, CSS3, Bootstrap, JavaScript, jQuery, and ReactJS.

Back End: Node.js, Java, Express.js, MySQL, MongoDB, Firebase.

Methodologies: Agile, SDLC, Version Control (GitHub).

Test Driven Development: Jest.

Networking: Cisco Switching & Routing, and Network Administration (Windows & Linux).

PROJECTS

Ecommerce Store

<https://github.com/paul-kh/ecommerce-store> | <https://ecommerc-store-paul.herokuapp.com/>

- Basic responsive React web app that allows owners of a small business to sell products.
- Acted as tech lead to help the team when there are technical issues.
- Used HTML5, ReactJS, CSS3, Bootstrap, Node JS, Express, MongoDB, and Mongoose.

Mini Sales Management

<https://github.com/paul-kh/mini-sales-management> | <https://mini-sales-management-paul.herokuapp.com/>

- Simple, fast, and user-friendly sales management solution that allows users to create, search, and update customers, sales orders, invoices, and payments.
- Developed front-end UIs and wrote logics for controlling user flows and rendering pages based on data exchange with the back end.
- Used HTML5, CSS 3, JavaScript, Bootstrap, Node JS, Express, MySQL, and Sequelize.

Local Restaurant Locator

<https://github.com/paul-kh/restaurant-locator> | <https://paul-kh.github.io/restaurant-locator/>

- Application allowing users to search for a city to locate restaurants and weather in the area.
- Acted as tech lead to recommend technologies, API providers, frameworks, and algorithms for the team to use, and wrote the majority of JavaScript codes.
- Used HTML5, CSS, Bulma, Google Places API, Open Weather API, and Restaurant API (Zomato).

WORK EXPERIENCE

Level-2 IT Infrastructure Support Analyst Best Buy

**September 2018 – November 2019
Richfield, MN**

Supported retail stores in the USA and Canada for store devices: cash register, printer, computer, peripherals, and other networked devices.

Key Accomplishments:

- Analysed tickets by using troubleshooting tools and knowledge base resources to find possible causes prior to making phone calls to store employees for troubleshooting, resulting in effective troubleshooting with minimal call duration and great user satisfaction.
- Constantly stayed in the top-5 rows of the weekly scorecard for the number of tickets resolved and having zero aging tickets in the queue.
- Promoted to become a permanent team member after the holiday-season contract ended.

IT Service Desk Analyst Royal Bank of Canada

**August 2018 – September 2018
Minneapolis, MN**

Supported financial advisers for solving problems related to RBC's online trading applications.

Key Accomplishments:

- Used skills of active listening and problem analysis with attention to details and navigated through troubleshooting tools to deal with each incoming call, resulting in effective troubleshooting and great user experience for the callers.
- Became an outstanding team player in the team of 12 members for effective average duration per call and number tickets resolved.
- Constantly stayed in the top-3 rows of the weekly scorecard.

Product Development Manager VimpelCom Group (Beeline Cambodia)

**July 2009 – September 2012
Phnom Penh, Cambodia**

Pulled together the cross-functional team, communicated goals and plans for the products (data, device, voice, and value-added services) from concept through market release, and oversaw the team's progress to make sure the minimum viable product is ready for launch/soft launch within timeline and budget.

Key Accomplishments:

- Developed product roadmap through inviting cross-functional team into ideation and brainstorming stages, researching for validating the ideas, sourcing suppliers/in-house development team to get development cost estimation and timeline, resulting in a product roadmap 22 product ideas within the first year 2009-2010.
- Oversaw the team's progress on multiple development projects, resulting in completing 8 significant projects from mid 2009 to end 2010: Super Zero price plan, Data Plan, Mobile Payment Gateway, Caller Ring Back Tone, Peer-to-peer Mobile Balance Transfer, Voicemail, Missed Call Alert, and Electronic Point of Sales (E-POS).
- Built strong relationships with project team members from different departments to create fun, yet productive working atmosphere along the development stages, resulting in contributing to the company's achievement of receiving an award for the most innovative mobile network carrier in 2011.
- Received award for the best employee of the year in 2011.

**Billing and Value-Added Service (VAS) Engineer
Smart Axiata Co., Ltd. (Smart)**

**November 2008 – July 2009
Phnom Penh, Cambodia**

Performed the roles of administration, maintenance, and support on Billing platform (CBOSS) and VAS platforms (USSD, SMSC, MMSC, CRBT, OTA, IVR) to support mobile subscribers.

Key Accomplishments:

- Configured billing and VAS systems to realize business requirements like creating new price plan, data plan, and making bulk provisioning of new preactivated SIM cards, resulting in smooth and successful commercial launch of products and services.
- Provided technical support, analysis and troubleshooting of Billing & VAS services from customer care team and content providers.
- Implemented and handled integration VAS services with content providers.
- Generated billing reports using PL SQL scripts in Oracle 10g
- Performed network capacity & performance monitoring, and health check of systems

**Billing and Mobile Switching Engineer
CAMSHIN**

**November 2003 – November 2008
Phnom Penh, Cambodia**

Performed the roles of administration, maintenance, and support on Billing platform (Huawei CBS), Switching Platforms (HLR and MSC/VLR), and VAS platforms (SMSC, MMSC, CRBT) to support mobile subscribers.

Key Accomplishments:

- Handled configuration and fault management for a range of platforms including HLR (Home Location Register), VLR (Visitor Location Register), MSC(Mobile Switching Center), SMSC (Short Message Service Center), voicemail, and IWF (Inter Working Function).
- Monitored alarms and worked on outages, resulting in uninterrupted systems.
- Configured billing and VAS systems to realize business requirements like creating new price plan, data plan, and making bulk provisioning of new preactivated SIM cards, resulting in smooth and successful commercial launch of products and services.
- Provided technical support, analysis and troubleshooting of Billing & VAS services from customer care team and content providers.

EDUCATION

Full Stack Bootcamp Certificate: University of Minnesota, St. Paul, MN, USA

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, & ReactJS.

Associates in Network Administration: Hennepin Technical College, MN, USA

Bachelor's degree in IT: Build Bright University, Cambodia

Diploma in IT: Institute of Technology of Cambodia, Cambodia