

# Chheang, Phalcheat (Paul)

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## Profile Summary

Front-End Web Developer leveraging a background in product development and computer networking to build web app to solve business problems and simplify the complex to make sense and user-friendliness for everyone. Certified Microsoft Office Specialist Excel 2016 when taking a class of business-problem solving using Excel. Always dreamed about ability to code to become a broader-scope problem solver. Recently attended coding BootCamp in Full Stack Web Development at the University of Minnesota, with newly earned skills in HTML5, CSS3, Bootstrap, JavaScript, jQuery, Github version control, and Agile development methodology. Passionate about process improvement and better user experience. Cross-functional collaboration, enthusiasm, knowledge sharing enabled me to understand better about problems and process so that I can focus on finding solution afterward. Priority management and being calm under pressure always help me produce great outcomes.

- ♦ 1 year as IT infrastructure support analyst in USA
- ♦ 2 years in warehousing & inventory management for a medical device company in USA
- ♦ 5 years in product development & product management for mobile carrier providers in Cambodia
- ♦ 6 years in IT & Telecom technical support in Cambodia

## Technologies & Skills

- ♦ HTML5, CSS3, Bootstrap
- ♦ JavaScript, jQuery
- ♦ Version control (Github), Agile Methodology (scrum)
- ♦ Adobe XD
- ♦ Cisco switching & routing skills
- ♦ Network administration (Windows & Linux Ubuntu)
- ♦ Technical writing

## Work Experience

**Student of Coding BootCamp for Full-Stack Web Developer (Nov 4<sup>th</sup> 2019 – Feb 2020)**

**University of Minnesota | [bootcamp.umn.edu/coding](https://bootcamp.umn.edu/coding) | MN, USA**

Pursuing full-time study of full-stack web developer.

**Level-2 IT Infrastructure Support Analyst (September 2018 – Nov 1<sup>st</sup> 2019)**

**Best Buy | Retail Business | [www.bestbuy.com](https://www.bestbuy.com) | MN, USA**

Supported retail stores in US and Canada for troubleshooting store devices such as: cash register, printer, computer, peripherals, and other networked devices.

**IT Service Desk Analyst (August 2018 – September, 2018)**

**Royal Bank of Canada | Bank | [www.rbc.com](https://www.rbc.com) | MN, USA**

Supported financial advisers and financial firm personnel with solving technical problems of their workstations & RBC's trading applications.

**Level-2 Express Technician (June 2016 – July 13<sup>th</sup>, 2018)**

**Wright Medical Group | Medical Device Company | [www.wright.com](https://www.wright.com) | MN, USA**

Transacted data in the inventory system Oracle's JD Edward to ensure the items (implant kits and instrument kits) in the inventory are up-to-date.

**General Manager (July 2015 – November 2015)**

**Khmer Solar Co., Ltd. | Solar System Provider | [www.khmersolar.com](https://www.khmersolar.com) | Cambodia**

Managed the entire business operations which resulted in business growth and profits, robust staffing, and better brand awareness as preferred choice solar solution provider in Cambodia.

**Sr. Account Manager (December 2014 – August 2015)**

**ZTE Corporation (Cambodia) | Telcom Solutions Provider | [www.zte.com.cn](https://www.zte.com.cn) | Cambodia**

Explored business opportunities by building and maintaining relationship with customers (mobile carriers, ISPs, government institutions, and schools) to obtain new projects and managed pre-sales & after-sales activities which ensured all deliverables are delivered within the agreed timeline.

**Product Manager (October, 2012 – June, 2014)**

**CamGSM Co., Ltd (Cellcard) | Mobile Network Carrier | [www.cellcard.com.kh](https://www.cellcard.com.kh) | Cambodia**

Managed data plans and devices to ensure the growth of revenues and subscribers.

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## Product Development Manager (July 2009 – September 2012)

**VimpelCom Ltd. (Beeline) | Mobile Network Carrier | [www.vimpelcom.com](http://www.vimpelcom.com) | Cambodia**

Managed development lifecycle processes for product development & product-go-to-market which generated revenues to mobile products and services, such as voice plans, data plans, and value-added services.

## Work Experience...

### Billing & Value-Added-Service Engineer (November 2008 – July 2009)

**Smart Axiata Co., Ltd. (Smart) | Mobile Network Carrier | [www.smart.com.kh](http://www.smart.com.kh) | Cambodia**

Fined tune billing and VAS systems to realize business requirements like creating new price plans, data plans, and making bulk provisioning of new pre-paid SIM cards.

### Mobile Switching & Intelligent Network Engineer (November 2003 – November 2008)

**Cambodia Shinawatra Co., Ltd. | Mobile Network Carrier | Cambodia**

Administered and fined tuned mobile switching centers (MSCs) and prepaid billing system – Intelligent Network (IN) to realize business requirements of creating mobility services, new price plans, and data plans for mobile subscribers nationwide.

## Accademic Education Background

### ♦ Hennepin Technical College | [www.hennepintech.edu](http://www.hennepintech.edu) | Minnesota, USA

Pursuing associate degree in Network Administration, 2017 – Present

### ♦ Build Bright University | [www.bbu.edu.kh](http://www.bbu.edu.kh) | Phnom Penh, Cambodia

Bachelor's degree in Information Technology, 2002 – 2004

### ♦ Institute of Technology of Cambodia | [www.itc.edu.kh/en/](http://www.itc.edu.kh/en/) | Phnom Penh, Cambodia

Diploma of Information & Communication Engineering, 1999 – 2002

### ♦ Srey Santhor High school | Kampong Cham Province, Cambodia

High School Degree, 1996-1999

## Professional Training & Certifications

### ♦ Coding BootCamp for Full-stack Web Developer (Nov 4<sup>th</sup> 2019 – Feb 2020), University of Minnesota | [bootcamp.umn.edu/coding](http://bootcamp.umn.edu/coding) | MN, USA

### ♦ Certified Microsoft Office Specialist Excel 2016

### ♦ Project Management, 3-day training program by Robenny School of Business from Canada

### ♦ Huawei's Product Trainings (2006-2008) on Systems Administration, Maintenance & Support, Huawei training centre ([support.huawei.com/learning](http://support.huawei.com/learning)), China:

- |   |                                       |
|---|---------------------------------------|
| ▪ Mobile Soft Switch (MSC/VLR)                | ▪ Short Message Center System (SMSC)  |
| ▪ HLR (Home Location Register) system         | ▪ Message+ System                     |
| ▪ Intelligent Network (IN)                    | ▪ USSD System                         |
| ▪ Mobile Data Service Management Point (MDSP) | ▪ Call Center Application Development |

## References

### ♦ Matt Stuart | Level-2 IT Infrastructure Support Team Lead | Best Buy

E-Mail: [matt.stuart@bestbuy.com](mailto:matt.stuart@bestbuy.com) | Phone: 612-6360516

### ♦ Tony DoVu | Team Lead | RBC Capital Markets

E-Mail: [tony.dovu@rbc.com](mailto:tony.dovu@rbc.com) | Phone: 612-812-0098

### ♦ Linda Paquette | Help Desk Support Instructor | Hennepin Technical College (HTC)

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