PHUE PWINT THWE

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PERSONAL PROFILE

I am a 27-year-old professional with a Bachelor of Engineering in Electronics from Technological University (Dawei). I have over 3 years of work experience in the IT and telecommunications industry, particularly in network engineering and IT support roles within financial and ISP sectors. Currently, I am pursuing a Master's degree at AIT University, focusing on Data Science and Artificial Intelligence. My research interests lie in network security, AI-driven automation, and digital transformation. I am particularly interested in exploring how cultural values influence technological advancements and ensuring that AI systems are developed with ethical considerations. My professional journey has strengthened my technical problem-solving skills, data analysis expertise, and ability to work in fast-paced IT environments. I am passionate about leveraging AI and technology to drive innovation and efficiency in the financial and communication sectors.

EDUCATION BACKGROUND

12/2013 – 11/2017 *Technological University (Dawei)*
     Bachelor of Technology (Electronics).

12/2017 – 11/2019 *Technological University (Dawei)*
     Bachelor of Engineering (Electronics).
     Thesis: ANALYSIS OF SIGNAL PERFORMANCE BASED ON OPTICAL LIGHT SOURCE
     IN FIBER-TO-THE-HOME (FTTH) NETWORK

PROFESSIONAL EXPERIENCE

04/2022 – 02/2023 NOC & Service Desk Engineer
     Kan Baw Za Company Ltd., [KBZ Bank]
- Monitor all critical IT objects in
  - Monitor Core Network Infra, network traffics, network status and server
- Adhering to Service Level Agreements (SLAs)
- Basic Incident Management and Problem Management
  - Provide level 1 support and pass incident ownership if escalation is needed
- Good knowledge in VPN, One Login, RSA SecureID
  - Prepare daily, weekly and monthly reports to related team
- Administrating on Window OS, AD and Meraki AP
- Remote support to end user's PC and Laptop
- Good understanding of OSI and TCP/IP
- Service Now and Genesys Ticketing Software

12/2019 – 01/2021 Customer Service Engineer (FTTH)
     MKTN Fiber Network Consulting and Solutions Provider

- Troubleshooting about Local Area Network and routers
  - Configure Huawei and ZTE GPON ONU used for optical transmission
  - FTTH customer service and complaints handling about ISP
  - Prepared reports and documents to ensure smooth operations
- Go and Check Sites according to reports
- Follow up to customer with open ticket

LANGUAGES

English Intermediate
Burmese Native

SKILLS

- EnGenius Certified Network Specialist
- Fortinet Certified Fundamentals Cybersecurity
- Zabbix and eG Monitoring Tools
- Service Now
- Genesys Ticketing System
- Microsoft Office (Word,Excel,Power Point)

PERSONAL STRENGTHS

- Time management
- Fast learner and physically fit
- Active as well as an independent team player
- Careful and Meticulous
- Strong Multicultural awareness

CORE BELIEFS & TECHNOLOGY VISION

I believe that technology plays a crucial role in shaping society by driving economic growth, digital inclusion, and security advancements. However, I strongly advocate for ethical AI practices that consider cultural values and local contexts to prevent bias in data-driven decision-making. As a Master's student in Data Science & AI, I aim to contribute to responsible technological innovations that enhance financial security and IT infrastructure while ensuring fairness and transparency in AI systems.