

Personal Information

Thaw Zin

Contact: 09 7997 450 68 - Viber, Whatsapp

Date of Birth: 7th July 2000

Location: Permanent at Insein Township - Hostel at Hledan Area

Targeted Salary - Disclosed on Application

Email: thawzin252467@gmail.com

Marital : Single



Professional Summary

Detail-oriented IT Support Specialist with competitive mannerism with hands on experience of troubleshooting mobile apps, focusing on streaming services across iOS and Android.

Skilled in optimizing app performance, collaborating with dev teams, and ensuring user satisfaction. Looking to leverage expertise in a dynamic streaming environment.

Key Skills - <https://github.com/pretamane>

Technical: iOS, Android, Windows, macOS, Linux; App support (install/configure/troubleshoot)

Networking: TCP/IP, DNS, DHCP, VPNs, Wi-Fi, mobile data

Tools: TeamViewer, LogMeIn, Remote Desktop, Zendesk, JIRA, Postman, GPTs

Streaming: HLS, DASH, CDNs, DRM

Additional Skills

Languages: English

Soft Skills: Excellent communication, problem-solving, time management, multitasking, customer-focused

Contact

Email: thawzin252467@gmail.com

Phone: +95 9799745068

Education

BSc in Business IT, University of Greenwich (Feb 2020)

BA in English, West Yangon University (2018–Discontinued)

Past Work Experience

IT Support Technician

ABC Content Solution – Mahar Mobile App



June 2024 – Feb 2025

Managed laptop/desktop/printer maintenance, including software installation and hardware replacement.

Supported departments with their software and hardware needs, including broadcasting, HR, and content production.

Experience with data storage tools like Synology and Veritas, and network administration (Cisco routers, firewalls, switches).

Assisted customer care departments using help desk software like HESK and KLinks

Senior Software Support Specialist

App.com.mm - Hap Eye Co., Ltd



Sep 2024 – Jun 2025

Acted as the key liaison between clients, product, and development teams for end-to-end software delivery. Managed requirement gathering, user flow definition, and SRS documentation; planned and executed agile sprints using Scrum; coordinated UX/UI wireframes and user journeys in Figma; facilitated UAT and defect triaging; and ensured seamless handoff from design to development. Oversaw comprehensive software QA, staging and deployment cycles, provided advanced support for Windows environment and peripheral setups (including printers and drivers), and led troubleshooting for technical issues. Drove continuous process improvements and maintained clear stakeholder communications throughout the project lifecycle.

Tools: Jira, Figma, Windows Server, Git, Slack, Google Workspace, Agile/Scrum

Project Coordinator

WeDay Social Commerce - MyDay ThuKywal Co., Ltd



May 2025 – Aug 2025

Banking Payments Integrations to Form In App Wallet

- Merchant, SubMerchant, SA, CA account Registrations, Settlements, Fund Redistribution

- Integrate Stable, Experimental Payment Integrations

- Pursue, Collaborate Possible Business Opportunities

Customizing Social Media Designs to embed Monetization System

- sms SID registrations, Domain Whitelisting

- Social Medias from Different Countries Analysis

Documentation of Project Domain Knowledge Repositories to Disseminate Informations

- Breakdown, Modularize the Software Features

Assisting, Learning from Senior Tech Leads to Product Effective Business aligned Software Workflows

- Learn Terms, Background Logics of Different Platform Dev Teams

Junior Cloud Engineer

WeDay Social Commerce - MyDay ThuKywal Co., Ltd



Aug 2025 – Present

-Tech Stack

-Cloud: AWS (EKS, EC2, S3, EFS, DynamoDB, Lambda, IAM, VPC, CloudWatch, CloudTrail)

-Orchestration: Kubernetes (Pods, Deployments, HPA, RBAC, IRSA, CSI drivers)

-IaC & CI/CD: Terraform (modular), Git, Bash automation

-Containers: Docker, multi-container patterns (sidecar, init)

-Backend: Python, FastAPI, async

-Data & Search: DynamoDB, S3, EFS, OpenSearch

-Ops: CloudWatch (metrics, logs, alerts), cost monitoring, auto-clean up

All deployed in a \$0/month - tailored Clean up Script ofcourse , production-grade EKS portfolio project.