



**Name – Mr.Pyae Phyo Thein (J)**

Position – IT Support / IT Specialist

Age- 04/04/1996 (28)

Phone Number - 0969347540

## **PROFILE**

Experienced IT Specialist with over 8 years of expertise in IT support, system administration, and network management. Skilled in troubleshooting hardware and software issues, configuring and maintaining IT infrastructure, and ensuring cybersecurity compliance. Proficient in Microsoft 365, Active Directory, SaaS platforms, and cloud technologies. Adept at optimizing system performance, resolving technical challenges, and providing exceptional user support. Passionate about leveraging technology to drive efficiency and enhance business operations.

## **PROFESSIONAL EXPERIENCES**

### **Technical Support**

Ken-Corporation Co., Ltd., Thailand  
(Current Role)

- Provided comprehensive technical support for hardware, software, and network systems to ensure seamless operations across the organization.
- Managed and configured MikroTik routers for user management, routing, and switching to maintain stable network performance.
- Installed, configured, and maintained SeniorSoft Promax POS systems, ensuring functionality and resolving system issues promptly.
- Performed troubleshooting and repairs for PCs, laptops, and peripherals, addressing both hardware and software concerns.
- Oversaw CCTV installation and management, ensuring proper setup and monitoring for security purposes.
- Installed and configured the Zabbix server for proactive monitoring and management of IT infrastructure, improving system reliability and performance.

- Documented IT incidents and solutions for future reference, contributing to efficient problem resolution and knowledge sharing.

### **IT Specialist / Head of IT**

Factory Direct Whole Sales Co., Ltd (FDW), Myanmar

(Dec 2022 - Jul 2024)

- Managed IT operations, network configurations, and system reliability, ensuring smooth operation across the company.
- Implemented security measures and provided troubleshooting for hardware and software issues.
- Directed a team responsible for maintaining IT services, equipment installation, and system upgrades.
- Led the development and adoption of IT innovation projects, improving IT services and systems efficiency.
- Oversaw CCTV management and coordinated with vendors from the U.S., China, and Vietnam.
- Led vendor management and implemented IT policies, enhancing compliance and strengthening vendor relationships across regions.

### **Senior Network Service Desk**

AGB Communication (Internet Service Provider), Myanmar

(Nov 2018 - Oct 2022)

- Handled network troubleshooting, configuration, and maintenance using MikroTik and other networking technologies.
- Provided remote desktop support, ensuring quick resolution of incidents and reducing problem occurrences.
- Led a team of junior technicians in resolving helpdesk tickets, ensuring adherence to SLAs.
- Collaborated with the NOC team to communicate network updates to customers and clients.
- Managed and implemented a complaint ticketing system, directing issues to the field engineering team for efficient resolution.

### **Operation IT Support**

Blue Ocean Operating Management (BOOM), Myanmar

(Dec 2017 - Oct 2018)

- Installed, configured, and maintained hardware, software, and networking systems for end-users.

- Troubleshoot network-related issues and assisted in maintaining network infrastructure.
- Maintained records of IT assets, tickets, and issue resolutions for future reference.
- Provided guidance to staff on IT systems usage and security best practices.

### **Helpdesk Technician**

Yadanarpon Teleport (Internet Service Provider), Myanmar  
(Dec 2017 - Oct 2018)

- Provided first-line technical support to end-users, addressing hardware, software, and network-related issues.
- Diagnosed and troubleshoot problems via phone, email, or remote tools, ensuring timely resolution.
- Logged, prioritized, and tracked support tickets in the helpdesk system.
- Assisted with setup, installation, and configuration of new systems.

### **Education and Certification**

- Network Engineering Diploma - Yangon University
- Civil Diploma - City and Guild UK
- ITIL3 Foundation Certification - MCIA
- Google IT Support Professional Certificate - Google
- Python for Cyber Security - INFOSEC
- Google Project Management - Google
- Python For Everybody Specialization - Michigan University
- Project Management Job Simulation - CBRE
- Service Desk Job Simulation - Datacom

### **Key Skills**

- Community Engagement & Support (Burmese & English)
- Content Moderation & Policy Enforcement
- Customer Service & Issue Resolution
- Data Analysis & Reporting
- Social Media & Forum Management
- Microsoft 365 & SaaS Applications
- IT Support & Troubleshooting
- Cross-Functional Team Collaboration
- Project Management & Process Optimization
- Cybersecurity Awareness & Compliance

### **Technical Skills**

- Operating Systems: Windows, macOS, Linux (Ubuntu, Fedora)
- Networking: MikroTik Routing & Switching

- Zabbix Monitoring System
- IT Support Tools: Remote Desktop, Helpdesk Software
- IT Service Management (ITIL Practices)
- Database Backup and Recovery
- Directory Services & MDM
- Cloud AWS,Digital Ocean
- VPC/VPN
- AI

## Software Skills

- Python Programming
- Web Development (HTML, CSS, JavaScript, Bootstrap)
- Social Media: Facebook, Tiktok,Discord,Telegram
- Microsoft Intune
- TeamViewer, AnyDesk, Remote Desktop
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Drive, Meet)
- Seniorsoft Promax
- Zabbix
- Antivirus & Endpoint Protection Software (Symantec, McAfee, Kaspersky)
- Git, GitHub, GitLab (Source Code Management)
- SolarWinds (System Monitoring)
- ChatGPT4, Gemini, MidJourney

## Communication

- Fluent in English and Myanmar. Beginner in Thai.

## Volunteer Experience in NGO

- IT Consultant | Peak Center (Present)
- Project Officer | Society for Peace and Justice (SPJ) (2018 - Present)

## Contact Details

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