

PHYOE TAY ZAR MINN

Experienced Software Development Manager

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Yangon, Myanmar

PROFESSIONAL SUMMARY

A result-driven Software Development Manager with over 6 years of experience in managing and building high-performance teams. Proficient in various technologies like C++, C#, ASP.Net, React.js, Python, JavaScript, SQL, No-SQL and experienced in developing customer satisfied applications.

Experienced interfacing with key business stakeholders, management and excellent communicator with emphasis on building strong client relationships and managing teams. Fast learner in a complex environment and adapt to emerging technologies.

EDUCATION

Bachelor of Science in Information and Computer Science
London Metropolitan University

1998 – 2002 United Kingdom

Bachelor of Arts in English
Dagon University

2002 – 2005 Myanmar

TECHNICAL SKILLS

Project Management | Software Development | SDLC | OOD | DevOps |
Agile | Scrum | Cloud Computing (AWS and Azure) | Data Structure and Algorithm | CRM |
SharePoint | Sitecore CMS | Salesforce | Service Now |

LANGUAGES AND OTHERS

C++ | C# | VB | ASP.NET | ADO.NET | React.js | Python | Django | Angular |
HTML | JavaScript | LINQ | Typescript |
SQL (MS SQL, MySQL, PostgreSQL) | NoSQL (Mongo DB) |
API | Web Service | OLAP | BI | SSIS | Reporting Service |

CERTIFICATIONS

- Microsoft Certified Professional (MCP)
- Microsoft Certified Application Developer (MCAD)
- Microsoft Certified Technology Specialist (MCTS, SharePoint)
- Microsoft Certified Specializations
- Service Now Certified System Administrator
- Sitecore Certified CMS System Administrator (SYA) and Developer (.Net)
- Nintex Workflow 2013

EXPERIENCE

Head of IT (Software Development)

New Horizontal Networks



September 2020 – June 2023



Myanmar

- Accountable for managing projects relating to the implementation of the messaging, education, inventory systems, and equipment based on user/service requirements driven from an understanding of business needs.
- Developed a detailed plans, estimates, budgets, specifications and schedules to evaluate and implement new projects and technologies.
- Built a complete development team commonly include many different positions. Identifying the skills needed for the project and assign tasks based on the individual's skills and experience. Evaluated their performance regularly, assess if team members require additional training and anticipate problems as they arise.
- Managed to delivery complex projects within budget and time constraints, implement process improvements that resulted in increased team efficiency, and achieving high client satisfaction ratings.
- Developed implementable plans including descriptions of the underlying business need and solution, as well as a High Level estimated project plan including resourcing, cost, timeline, and business value.
- Provide support through incident management including assisting in the resolution of any escalated incidents and resolution of reoccurring incidents or problems with the current network.

Technical Manager (Software Development)

OSBAY Inc. (China)



September 2016 – May 2018



Myanmar

- Managed development and maintenance of products that leverage data network. Guided cross-functional teams, collaborated with product managers and teams across different geographies to build new product capabilities, optimized infrastructure cost, and drove technical best practices.
- Led a team of 10 software engineers to deliver products with high efficiency and low infrastructure cost, resulting in increased revenue and customer satisfaction.
- Managed to review the schedule, implementation, and monitoring of IT activities to ensure timely completion of projects and upgrades.
- Implemented agile methodologies, which resulted in a 50% reduction in product release time.
- Led to perform ongoing project assessment, analysis and testing of new project releases, upgrades, and/or patches in one or more specific technologies.
- Collaborated with teams in Myanmar and China to build new product capabilities that improved user engagement by 40%.
- Maintained technical knowledge to support rapidly changing technology and identified new technologies that improved product quality and performance.

Project Team Lead (IT)

Far East Organization

 July 2013 – May 2016  Singapore

Far East Organization is the largest private property developer in Singapore, with a growing reputation for building innovative and functional spaces and providing enriching experiences and value for its customers. Since its establishment in 1960, Far East Organization has been contributing to the transformation of Singapore's urban landscape with over 760 developments in the residential, hospitality, retail, commercial, and industrial sectors, including 49,000 or 1 in 6 private homes in Singapore.

- Led software project team covering organization wide corporate projects for e-Business and improvement.
- Led operation team to govern the availability (SLG) of existing systems, applications and websites. And ensure to operate smoothly all systems under Far East.
- Led with the team, management, vendors and business users to develop and delivery core projects strategies, ensures effective project management, process improvement and operations support to multiple key Business Units from Property Sales, Hospitality, Corporate Real Estate, Retail and F&B.
- Managed annual Budget on IT operational costs reviewing licensing, vendor services, operations and maintenance.
- Collaborated with department personnel and design innovative solutions for all IT issues.
- Implemented industry-standard best practices and new technology to improve speed, reliability, and I.T. infrastructure, databases, and software.
- Monitor and resolves support requests accurately and timely. Escalates unresolved issues to senior team members and/or manager(s)
- Identifies, records, recommend solutions and escalates service performance trends, anomalies, and SLA breaches.
- Manage the daily IT operations using Service Now (ITSM) for end-user support, incident management and change management.
- End-user supports by handling escalations, resolving user issues, and monitoring the performance of business-critical systems to prevent delays and outages and quickly resolve ongoing issues.
- Assesses system data and error logs, along with user reports, to determine areas for improvement or repair.
- Delivering quality services by implementing best practices process following ITIL methodology.
- Provide expert advice in negotiation and procurement of hardware, software, and IT services as needed to support users or projects.

Key Projects Achievement:

- Implemented an Enterprise Content Management (ECM) and cloud storage initiative in 2014, to address institutionalization and lifecycle management of content generated and used by over 1,200 knowledge workers within the organization.
- Planned and conceptualized digital initiatives for the StayFarEast rebranding drive of Far East Hospitality group of hotels and service residences in 2014.
- Conceptualized and led technical implementation of the f'east loyalty and rewards program in 2014. The program involved technical functions implemented for eight business and support groups serving up to 12,000 members.
- Led to upgrade Sitecore CMS implementation.
- Revamped Far East Corporate and Stay Far East Web management.
- Led integration and migration project between websites, BIOS, SAP REFX and SAP CRM C4C

Assistant Application Manager

DF Interactive (Dragon Fly)

📅 September 2011 – April 2013 📍 Singapore

We are hosting Special Force that No. 1 Global online FPS and official game of WCG 2011, with servers in Singapore and Malaysia. Striving to grow as a world class game publisher in line with DRAGONFLY's business initiatives, plan to promote regional E-Sports culture and host more award-winning, top quality game contents, delivering the ultimate online gaming experience to users all around the globe.

- Manage and control projects in multiple project environments. Preparing schedule and timeline.
- Provide leadership, motivation and strategic direction to a multifaceted team. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time and budget with the desired results.
- Develop and provide detailed technical help regarding project to team. Documented timely reports related to working and testing results of software
- Provided delivery management to ensure production team satisfaction and reference-ability.
- Assisted the software testing department in the testing and ensured that it is in compliance with all required standards. Trained software programmers and technical professionals regarding new features and the QA, quality standards.

Key Projects Achievement:

- DFI Game Management (User, Content, Membership, Game Items, D-coins, Redemption, Reward)
- Game Administration, Real-time performance, Reports and Analytics
- Middleware and Web service API (Payment, Passport, E-Pin and Merchant)

Senior Programmer

Integral Solution (Asia)

📅 November 2009 – August 2011 📍 Singapore

Integral Solutions Asia is one of the most successful data mining companies in Asia, and is changing the way other companies' access data mining with its extensive data-mining services, turnkey solutions and enhanced customer support which includes training and a comprehensive after sales service.

- Carefully designed, tested and built new products and features that resolved issues and advanced software.
- Worked closely with software and hardware teams to improve the user experience and ensure reliable and secure data protection for our customers.
- Performed testing of high-value, mission-critical deliverable systems.
- Developed and maintained documentation related to software processes and systems, including requirements and design documentation.

Key Projects Achievement:

- Sales and Marketing Analytics
- Microsoft Dynamic CRM Project
- Microsoft Office SharePoint Project
- Data Mining (BI) Project

JOB HISTORY

Co-founder & General Manager Pyin Nyar Myinn Mo (Private School)	 July 2018 to April 2020	 Myanmar
.Net Developer (6 month Contract) Patroid Creative Works	 May 2009 to Oct 2009	 Singapore
Software Engineer JCPIC Singapore (JCPenny)	 Feb 2008 to Apr 2009	 Singapore
Analyst Programmer Micro-Works Technology	 Aug 2006 to Jan 2008	 Singapore
Programmer Solveware Solution (Modins)	 Jan 2003 to June 2006	 Myanmar
Programmer Discovery Solution	 Feb 2001 to Oct 2002	 Myanmar

TRAININGS

- Critical Thinking Course
- Self-Leadership
- Decision Making Workshop
- In-House Development Coaching Program
- Managing Technology & Cyber Security Risk
- The 7 Habits of Highlight Effective People Foundation