THIT LWIN (MATT) OO

CERTIFIED A+ | CLOUD & IT SUPPORT TECHNICIAN

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PROFESSIONAL SUMMARY

Detail-oriented IT Support and Cloud Technician with proven success in **technical support, cloud infrastructure deployment, and network optimization**. Expert in troubleshooting **Windows, Linux,** and **MacOS** systems, managing **virtualization platforms** (**Proxmox, VMware, Azure, AWS**), and automating with **PowerShell** and **Excel**. Experience includes leading network upgrades, **secure VPN deployments**, and **remote desktop support** for multi-site organizations. Adept at collaborating cross-functionally to deliver solutions that increase uptime, speed, and security.

TECHNICAL SKILLS

- **Cloud & Virtualization:** Proxmox, VMware, AWS, Azure, Windows Server

- **Networking & Security:** VLANs, DNS, DHCP, VPN, RBAC, firewalls

- **Automation & Productivity:** PowerShell, Python, Excel, SQL Server

- **System Administration:** Windows, Linux, MacOS, Entra ID

- **Project Management & Consulting:** IT migrations, office setups

- **Design & Multimedia:** Adobe, Canva, HTML, CSS

PROJECTS

2.5G Network Upgrade

- Spearheaded a **2.5G** network upgrade, doubling data transfer speeds and reducing latency by **40%**, enhancing performance for high-demand IT applications.

Home Lab Server Virtualization

- Hosted and managed a **Proxmox hypervisor**, supporting 10+ VMs simultaneously and improving resource utilati**on by 50%.**

Private NAS for Cloud Storage

- Built and maintained a private NAS system, enabling secure remote access and achieving **99.9%** uptime for critical data storage.

VPN Setup and Configuration

- Designed and deployed a **secure remote access VPN** using **Twingate**; ensured endpoint encryption compliance and supported over 50 users with **role-based access control (RBAC)**.

Cloud Virtual Desktop Infrastructure

- Designed a full virtual desktop environment using **AWS Workspaces**, focusing on security policies, scalable user access, and optimization for remote teams.

Containerization with Docker & Kubernetes

- Researched and deployed a containerized web application environment, aiming to demonstrate modern **DevOps** and scalable cloud-native service delivery.

Multi-Level Office Network Infrastructure Design

- Designed and implemented the network for an 8-floor office, with segmented **VLANs** and centralized wireless, supporting **200+** users.

PROFESSIONAL EXPERIENCE

IT Consultant / Co-Founder
Maple Tech IT Studio (Freelance) - Toronto, ON | Aug 2024 - Present
- Resolved 90% of client-reported issues using **remote desktop tools** and **on-site diagnostics**.
- Deployed **Windows** and **Linux** systems, configured network infrastructure (routers, switches, VLANs), and performed software updates.
- Led **Office 365** setup and data migration for multiple clients.

Desktop Support Technician
Shining KT Co., Ltd - Yangon, Myanmar | Jan 2023 - Feb 2024
- Installed and supported 100+ **Windows 10/11** systems, **network devices**, and **IoT endpoints**.
- Managed a 5TB+ **NAS** for secure, centralized data access with 99% uptime.
- Documented inventory and reduced asset discrepancies by 40%.
- Provided **Tier 1** & **Tier 2** support for users across multiple departments.

Server
Petit Potato - North York, ON | Nov 2024 - Present
- Delivered exceptional service in a **fast-paced** restaurant environment.
- Maintained cleanliness and food safety compliance while supporting team operations.
- Built strong **interpersonal** and **multitasking** skills.

Event Sales Coordinator (Seasonal)
Yoe Yar Canada – Toronto, ON | Nov 2024 - Present
- Attracted customers at public events and explained product benefits to boost sales.
- Handled transactions and maintained a positive brand presence under pressure.
- Strengthened **sales, communication, and customer engagement** skills.

ACADEMIC HISTORY

Seneca Polytechnic | 2024 - 2025
Diploma in Computer System Technician
- *Graduated with honors*

Pinnacle Education | 2022 - 2023
IGCSE O Level
- *Recognition for Excellence*

CERTIFICATIONS

Core IT Certifications
- **CompTIA A+** | Jan 2025 (Expires 2028)
- **Office 2019 Associate** | Microsoft Office Specialist
- **Office 365 Associate** | Microsoft Office Specialist

Cloud & Project Certifications
- **AWS Cloud Quest** - Cloud Practitioner
- **Project Management Ready** | PMI

SOFT SKILLS

- Troubleshooting & Technical Support
- Effective Communication
- Client Training & Relations
- Attention to Detail
- Team Collaboration
- Adaptability & Quick Learning
- Critical Analysis & Problem Solving
- Project & Time Management