Zin Myo Naing

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PROFESSIONAL SUMMARY

Results-driven IT professional with experience in system administration and network management, consistently delivering solutions that enhance operational efficiency and reduce downtime. Expertise in managing enterprise-level IT infrastructures, applications, and IT support, with proficiency in systems administration (Windows/Linux), SQL, database management, and virtualization. I am excited to contribute my expertise to a dynamic IT team.

PROFESSIONAL EXPERIENCE

Senior IT Analyst   06/2019 - 11/2023
Fortune Fund Myanmar Co., Ltd.   Yangon, Myanmar

- Installed, configured, and maintained computer hardware, software, and peripherals.
- Provided technical support for web and mobile applications of microfinance systems and end-users, troubleshooting hardware, software, and network issues via phone, email, and in person.
- Responsible for troubleshooting the software applications used by the company and ensuring the timely resolution of help desk tickets.
- Managed user accounts, permissions, and access rights in related systems.
- Documented technical procedures and solutions for knowledge-sharing and training purposes.
- Collaborated with cross-functional teams to escalate and resolve complex technical issues.

System Engineer   04/2018 - 05/2019
Mytel   Yangon, Myanmar

- Implemented physical server changes, including ESXi and VMware Server configurations, to meet project requirements.
- Created virtual machines on the VCenter Server.
- Installed operating systems and packages on data center servers.
- Monitored the status of integrated databases and backup servers in enterprise systems daily.
- Supported system users and employees in troubleshooting and problem-solving protocols.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Assisted employees in resolving network problems at both onsite and remote locations.
- Maintained the stability, integrity, and efficient operation of information systems supporting organizational functions.

System Engineer   08/2012 - 10/2017
Myanmar Information Technology Pte. Ltd.   Yangon, Myanmar

- FLEXCUBE Universal Banking Projects (at KBZ Bank, MAB Bank and TFB Bank)
- Resolved issues and escalated problems with knowledgeable support and quality service.

- Proposed technical feasibility solutions for new system designs and suggested options for performance improvement of technical components.
- Supported the Oracle System team in setting up RAC.
- Set up and configured servers in the Data Center (power, servers, networking, etc.).
- Installed and configured operating systems, databases, and middleware on data center servers.
- Monitored the status of integrated databases and backup servers in enterprise systems daily.
- Provided technology consulting to external and internal project teams.
- Led the migration team in legacy Core Banking to FLEXCUBE Universal Banking data migration.
- Conducted testing for functional and technical test cases.

SKILLS

- Microsoft Windows | Linux | Solaris | MacOS | Microsoft Office | Application Support | IT Help Desk Support | SQL | Database Management (Oracle Database, Microsoft SQL Server) | Microsoft 365 | Virtualization (VMware) | ITIL Best Practices | Apache Tomcat | Active Directory

EDUCATION

Bachelor of Science (Hons) (Computer Science)   **2007 - 2011**

Yadanabon University   **Myanmar**