YE KO HTET

NETWORK & IT SUPPORT ENGINEER



CONTACT

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EXECUTIVE SUMMARY

• Network & IT Support with 6 years of experience in supporting, implementation and maintenance.Especially experience and specialize in Routing/Switching and Technical Support
• High-end expertise in support of Enterprise level LAN and WAN networks.
• Extensive exposure to Network troubleshooting, Network devices maintenance and implementation. Experienced with numerous IT and Network devices including Wireless devices, Cisco Switches, Routers and Firewalls.
• Strong understanding on BGP, OSPF routing protocols and highly qualified for configuration and maintenance of security products.

SKILLS

- Leadership
- Management
- Networking
- Communication
- Routing & Switching
- Technical Support
- Advanced Excel
- Cloud

EXPERIENCES

ADVANCED TELEMATICS SOLUTION LLC (DUBAI , UAE) **APRIL 2022 ~ JULY 2023**

Network and Technical Support

• Configuring, Labelling, Recording for Teltonika and Ruptela devices
• Supporting the technicians remotely
• Maintaining and controlling GPS monitoring systems
• Building the master database for all progress
• Controlled inventory and maintain LPOs
• Liased with finance team for purchasing and bill payments
• Standby 24 hrs for customer service
• Solved technical issues with 24 hrs online
• Responsible and maintaining for office network LAN & WAN
• Office CCTV and PABX installation and other technical software support
• Office Printer and POS system support Hardware and Software
-Responsible for AWS cloud infrastructure

SUNIVY SOLUTION (YANGON , MYANMAR) **OCT 2019 ~ OCT 2021**

Network Engineer

L2 Engineer

• Providing Network Maintenance and supporting Field Team's required issues.
• Support and Cooperating with NOC team, B2B team and Field Team.
• Raise CR with L3 Team.
• Handling on BGP, OSPF.
• Troubleshooting Core Network and Aggregation network related problems.
• Weekly Backup procedures and Operation

L1 Engineer

• Responsible to support network activities including installation, testing and modifications on equipment in different customer data centers.
• Received Phone calls or emails from customers for service complain and solving basic problems over the phone, provides service information by answering questions and offering assistance.
• Day-to-Day network performance monitoring and System health checks, prepare incident reports, escalate with operation teams until the incident is resolved.
• Work with respective vendors support teams for the trouble-shooting, identification and resolution of network problems.
• Responsible for onsite technical support for switches, routers, firewall and IT devices. • Monitoring and Escalating for alarms (Nokia Switches, Fortigate Firewalls, Huawei vUSN, vUGW).
• Reporting time by time Cubro Packet Master, Nuage Health Check and CRC port compare result,CBIS 18 ,Zabbix and all zone reports.
• Examines tools such as Remote Desktop, Fortinet, NetAct, Zabbix, NIAM, U2000, M2000, Putty,WinScp.
Support L2 and L3 if needed in AWS, Fortigate and Routing Configuration (BGP, OSPF, VPN, etc).

ERICSSON (YANGON , MYANMAR)

JULY 2016~ JULY 2019

Network Engineer

Data Center

• Supporting DWDM, IP core, IT infrastructure, System infrastructure, Security and Power teams in building network
infrastructure (server installation, and configuration) for production environment.
• Supporting the production team inventory planning and tracking IT assets.
• Working as part of a cross functional team to identify, develop, and lead IT Infrastructure & Operation Transformation activities.
• Coordinating with stakeholders and performing IT audit to relevant department.
• Preparing daily reports and other audit documentation clearly and concisely.
• Verification of equipment record against equipment to ensure accuracy.
• Ensuring that equipment is kept in organized manner in accordance with equipment record.
• Confirm assets description and check tag number on each asset in Customer's Data Center.
• Planning and coordinating the annual physical verification processes.
• Provide training new staff as and when it's necessary

Microwave Planning

• Performs activities such as budgeting, estimating, forecasting, accounting, work order management, in support of
engineering projects.
• Represent internal and external meetings and provide technical guidance on microwave.
• Solving about Transmission planning issues.
• Network Plan, Frequency Plan including Hi-Lo Plan, Channel Assignment.
• Detailed level design Planning ,Preparing BOQ and Maintenance /Optimization for Microwave network to ensure.
maximum network performance and minimize the annual network outage.
• Troubleshooting of implementation related issues, Line of sight issues and support for Integration Team.
• Performs TSSR Generation, Updates and submits reports in a weekly basis.
• Performs site survey for LOS facing sites as necessary.

EDUCATION

BACHELOR OF ELECTRONICS AND COMMUNICATION (THANLYIN TECHNOLOGICAL UNIVERSITY)

CERTIFICATION

CISCO CERTIFIED NETWORK ASSOCIATE (2019)