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Target Job

Employment Status: Employed but open to opportunities
Industry: Computer / IT
Contract Type: No preference, Full time
Job Location: Yangon
Desired Salary: 250,000 - 499,999 Ks.

Work Experience

Service Desk Engineer

HP

Nov/2015 - today, Myanmar

Industry: Computer / IT

Job Role: IT / Software

Contract Type: Contract

Dealing with incoming faults in a professional, courteous manner over the phone and via email Taking ownership of faults and managing them in a logical and methodical manner Correctly logging incidents and faults, categorising and prioritising them in line with team procedures Conducting full and through diagnostics with end users to enable first point of contact fault resolution Ensuring all faults are progressed & cleared within SLA –escalating to other internal and external teams as appropriate Diagnosing and resolving problems to the customers satisfaction• Maintain and develop own knowledge and skills to assist with first time fault resolution Identify and escalate repeat issues or service risks into service management teams• Sharing knowledge with team colleagues Manage a number of scheduled tasks for customers, designed to ensure that the customers systems remain operational

Customer Service

Shop.com.mm

Feb/2015 - Nov/2015, Myanmar

Industry: Other

Job Role: Customer Support

Contract Type: Full time

Career Level: Experienced (non-manager)

Handling inbound customer service calls regarding placing orders, handling returns and

refunds and escalated customer service issues

Education

Yangon Institute of Economics
Bachelor's degree
Dec/2011 - today
Field of Study: Business Administration

English @ Seameo Chat
Certification (Diploma)
Apr/2013 - Dec/2015
Field of Study: English
Grade: 100%

London Chamber of Commerce and Industry
Certification (Diploma)
Jun/2013 - Dec/2013
Field of Study: Diploma in Accounting
Grade: 90%

Languages

Chinese - Basic Knowledge

English - Full working proficiency

Myanmar - Native Tongue

Top Skills

Microsoft Office

Level: Intermediate | Experience: 2-5 years

Interests & Activities

Swimming, Reading