

Charles

ICT / IT Manager

ICT / IT Manager at KMSS National Office, Myanmar. I build dependable systems, support teams, and keep mission-critical operations running.

C

ICT / IT Manager

Yangon, Myanmar

charles@example.com

Reliable IT leadership for real-world operations

From infrastructure and Microsoft 365 to conferencing, CCTV, and support workflows, I help organizations stay stable, secure, and future-ready.

Quietly reliable ICT leadership grounded in infrastructure continuity, practical support, and mission-aligned execution.

EXPERIENCE

3 roles across KMSS National Office

CORE STRENGTHS

Infrastructure, support systems, Microsoft 365, and resilient daily operations

SELECTED WORK

2 portfolio-backed initiatives and operational improvements

PROFESSIONAL SUMMARY

I have progressed from IT Volunteer to IT Officer to ICT / IT Manager by focusing on service quality, practical troubleshooting, and long-term resilience. My work combines hands-on technical execution with team enablement and process improvement.

EXPERIENCE

ICT / IT Manager

KMSS National Office

2023 - Present

Lead ICT strategy, operations support, infrastructure improvements, and cross-team technical coordination.

IT Officer

KMSS National Office

2020 - 2023

Managed user support, networking, systems administration, and business-critical IT services.

IT Volunteer

KMSS National Office

2018 - 2020

Supported daily operations, device setup, connectivity troubleshooting, and on-site technical assistance.

SKILLS

IT Support

Systems Administration

Networking & Infrastructure

Windows Server

Microsoft 365

Troubleshooting

Website Administration

Conferencing Systems

CERTIFICATIONS

Microsoft 365 Administration

Microsoft Learn - 2024

Network Administration Fundamentals

Cisco Networking Academy - 2023

TOOLS

Microsoft 365 Admin Center

Windows Server Tools

Remote Support Tooling

Network Monitoring Utilities

CCTV Management Systems

ACHIEVEMENTS

- Reduced recurring IT downtime through proactive support routines
- Strengthened operational readiness for remote and on-site collaboration
- Helped modernize office workflows with practical, low-risk improvements

PROJECTS / KEY WORK

National Office Infrastructure Stabilization

Improved system reliability and support responsiveness across office operations by standardizing network and device practices.

Hybrid Collaboration Setup

Delivered meeting-room conferencing and support flows for distributed coordination across teams.

CONTACT

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