

Cin Lam Thawn @ Charles

IT Manager

ICT / IT Manager at KMSS National Office, Myanmar, focused on dependable systems, responsive support, and practical day-to-day operations.



IT Manager

Yangon, Myanmar

Practical IT leadership for dependable day-to-day operations

I help teams stay connected and productive through dependable infrastructure, Microsoft 365, conferencing, CCTV, and responsive IT support.

Hands-on ICT leadership focused on service continuity, reliable infrastructure, and steady improvements that help teams work with confidence.

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

My path from IT Volunteer to IT Officer to ICT / IT Manager has been shaped by practical troubleshooting, dependable support, and steady systems improvement. I combine hands-on technical execution with team coordination and long-term operational thinking.

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

SELECTED PROJECTS

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

Location: Yangon, Myanmar

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Scan to open the live portfolio at
cv.charles.mn
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