khengchhaya18@kit.edu.kh
(855) 16401230

KHENG CHHAYA

Junior-level expert with 3 years of experience delivering on-site network management and support services across diverse industries. Presents programs and solutions to drive growth. Provides supplemental and total management support for IT systems, including establishing and maintaining networks and servers. Strong aptitude for identifying new technologies and solutions to support client needs. Developing and implementing security solutions in fast-paced environments. Skilled in Identifying Issue and Problem Resolution with proven history of delivering exceptional risk management support.

My Portfolio Website

chhayaportfolio.netlify.app

EMPLOYMENT

2018 -2019

JUNIOR NETWORK ENGINEER – Kirirom institute of Technology

- Installed and configured network security solutions such as VPNs, Firewalls and intrusion detection and mitigation tools.
- Analyzed existing network and application architectures, presenting findings on possible enhancements and improvements to senior decision makers.
- Managed purchasing and installation of networking equipment such as core routers and switches.
- Improved network operation by incorporating new technologies into existing designs.
- Led planning and technical design activities for routine operations and special projects.
- Established and monitored key performance metrics to verify consistent compliance with important networking standards.
- Configured, tested and maintained LAN/WAN components and connections.
- Recommended network security standards and upgrades to management.

2019 - 2020

NETWORK ENGINEER – Kirirom institute of Technology, Cambodia

- Conducted security assessments and made recommendations for disaster recovery, remote access, network appliances, servers and directory services security.
- Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier I support to end users.
- Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
- Oversaw network performance, making changes to boost overall efficiency and power.
- Directed acquisition, installation and testing of network hardware.
- Provided detailed information on hardware and software products so that appropriate stakeholders could make suitable purchasing decisions.
- Performed virtual machine provisioning, VM priority setup, and template cloning.
- Demonstrated strong analytical, troubleshooting and problem-solving skills.
- Advised network users regarding hardware requirements, configurations and limitations.
- Configured and maintained network backup and recovery procedures.

2020 – present

NETWORK TECHNICIAN – Kirirom institute of Technology, Cambodia

- Monitored operational and security procedures for numerous computers in network, related systems administration and maintenance protocols.
- Evaluated security measures and made recommendations to network administrator for upgrades and changes
- Troubleshot hardware and software to determine and rectify network problems.
- Ran cabling and installed data drops for new node installations.
- Installed equipment for data communications networks including cabling, wireless routers and telephone systems.
- Delivered network technology training to junior team members and end-users, enhancing knowledge base and team productivity

IT TECHNICAL SUPPORT– Kirirom institute of Technology, Cambodia

- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Provided solutions to operations issues [System] and [Software] users, working closely via phone, email, live chat and web teleconference.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

- Patched software and installed new versions to eliminate security problems and protect data.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and

SKILL

- Network Infrastructure Growth Hacking
- Data Canter Management Software Engineering
- Wireshark software
- Nagios monitoring software
- Microsoft Hyper-V Server
- Developing security plans
- Designing security controls
- Network development and administration
- Cisco switching expertise
- Networking protocol expertise
- Enterprise Wi-Fi management
- Network security architecture
- Subnetting expertise
- Cisco equipment familiarity
- Firewall management tools
- Routing protocol expertise
- VLAN aggregation
- Strong troubleshooting skills
- Layer-2/3 protocols
- Software load balancer expertise
- Network performance monitoring
- Infrastructure solutions
- Hardware and software monitoring
- Hardware knowledge
- Firewall Installation
- MS Office
- Problem resolution
- Team building
- Communications
- Team management

EDUCATION

2018 – 2022

BACHELOR OF SOFTWARE EGINEERING – KIRIROM INSTITUTE OF TECHNOLOGY

REFERENCES

- Leo Fernadez, Vice President
Kirirom Institute of Technology
leofernadez@kit.edu.kh

- Nget Phanny, Senior IT Executive
  Kirirom Institute of Technology
  ngetphanny@kit.edu.kh