



Aung Hein

Service Delivery Manager | Customer Technical Manager |
Machine Learning Engineer | Data Analyst |
Business Intelligence (BI) Analyst

Links

Click Icon for details



coursera

Credly



Contact

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Education

**Bachelor of Computer Technology (Honours)
B.C.Tech. (Hons.)**

University of Computer Studies (Thaton)
2008 - 2012

Certifications

IBM AI Engineering Professional Certificate (V2)

Coursera
Issued Jun 2024

IBM Machine Learning Professional Certificate

Coursera
Issued Jun 2024

IBM Data Engineering Professional Certificate (V2)

Coursera
Issued May 2024

IBM Data Science Professional Certificate

Coursera
Issued May 2024

IBM Data Analyst Professional Certificate

Coursera
Issued May 2024

**IBM Business Intelligence (BI) Analyst
Professional Certificate**

Coursera
Issued Apr 2024

Project Management Basics

Greenlight Project Management
Issued Jul 2021

About Me

Highly motivated Telecommunications Leader with 9 years of experience, seeking new opportunities to leverage my leadership and data science skills. Proven track record of leading high-performing teams, having held management roles in 4 out of 6 positions. I recently transitioned from Ericsson Myanmar due to their country exit.

I'm a data-driven professional with strong analytical skills (data analysis & visualization) and a passion for innovation. This passion led me to complete more than 40 courses and earn certifications in data science, AI, machine learning, big data, and data engineering. My curiosity and fast learning abilities, combined with a strong work ethic, allow me to excel in new environments.

I am now ready to relocate and contribute my skills to a forward-thinking telecommunications or data science organization.

Experience



Ericsson

Yangon, Myanmar
8 yrs 9 mos

Service Delivery Manager

Feb 2022 - Jan 2023

#Service Delivery Management #Customer Relationship Management # Project Management #Vendor management #Local & Remote Teams management #Costing #Budgeting #Repair & Return #Import & Export #Reporting & Documentation #Client Meeting #Project Proposal and Feature Demonstration

Customer Technical Manager

Oct 2017 - Jan 2023

#Project management #Software Upgrade #Software Update #Feature Activation #Leading Local & Remote Teams #Ticket Handling (CSR) #Emergency Recovering #Reporting & Documentation #Vendor Management #Change Management #Inventory Management #Preventive Maintenance #Solution Overview and Implementation Plan #Kick-Off Meeting

Customer Network Support Engineer

May 2017 - Oct 2017

#Ticket Handling (CSR) #Emergency Recovery #Software Upgrade #Software Update #First Node Implementation #Firmware Upgrade #LTE RAN #WCDMA RAN #GSM RAN #OSS #Software & Hardware Inventory Management

Certifications

DataRobot Time Series Modeling

DataRobot
Issued Jul 2020

DataRobot Essentials

DataRobot
Issued Jul 2020

Applied Advanced Excel Training

Myanmar Excel Expert Team
Issued Oct 2016

The Network Engineering Training Course

Information and Communication Technology
Training Institute (ICTTI) Yangon
Issued Apr 2013

Award

2016 : Excellent Student Award

Myanmar Excel Expert Team

2015 : Star of the Year

Ericsson Myanmar

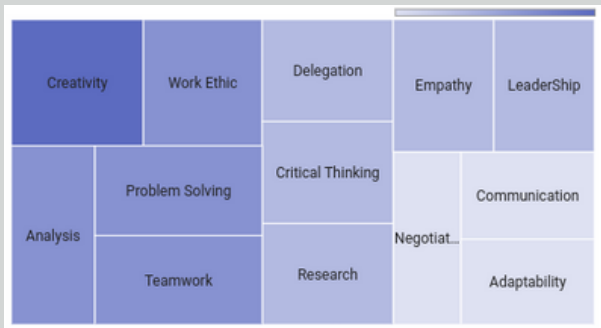
2014 : Star of the Month

Ericsson Myanmar

2013 : The Third Workshop Outstanding Award

Information and Communication Technology
Training Institute

Soft Skills



Language

Burmese

Native

English

Full Professional Proficiency

Interest



BigFive Personality



Experience



Ericsson

Yangon, Myanmar
8 yrs 9 mos

Quality Assurance/Lead

May 2016 - May 2017

#Preventive Maintenance #Project Acceptance and Sign Off
#Performance & Analytics #Reporting & Documentation #Training
& Quality practices #Inventory Management

Regional Team Lead (Irrawaddy and Kayah Region)

Dec 2014 - May 2016

#Leading 10-15 Field Service Engineer #Training #Remote
Support #Activity Planning #Problem-solving #Operational
Efficiency #Cost-control #Monitoring KPI #Coaching #Reporting &
Documentation #Coordination #Preventive Maintenance
#Corrective Maintenance #Technical & Process Guideline

Field Service Engineer

Apr 2014 - Dec 2014

#Preventive Maintenance #Corrective Maintenance #Remote
Technical Support #Training #Problem-solving #Project
Integration #Project Acceptance #Reporting & Documentation

New Electronic Technology Co. Ltd.

Yangon, Myanmar
10 Months

Network Engineer

May 2013 - Mar 2014

#Network Installation & Configuration #IP CCTV Installation &
Configuration #PABX Installation #Access Card Installation #Wifi
Installation and Configuration

Technical Skills

