

Aung Hein

Myanmar

wizard.kyalkalay@gmail.com

+959752407675

[linkedin.com/in/aung-hein](https://www.linkedin.com/in/aung-hein)

Summary

I have been working at Ericsson Myanmar for 8 years in various positions. I am quick learner and skilled in project management, service delivery, customer support troubleshooting, data analysis, team leader and etc.

I have a lot of experience on managing remote or local team to complete project or deliver services when working on customer support department as Customer Technical Manager and Service Delivery Manager. I also led and managed a lot of Software Upgrade/update projects and emergency recovery. I also did a lot of data driven analysis such as product high faulty rate RCA, business insights, and so on.

I also did technical troubleshooting, maintaining telecom network, leading team, big data analysis and maintain tracker when working as team lead, remote technical support, Quality Assurance in Manage Service organization.

I have skills with advanced excel, excel power query, python and etc.. With a lot of experience on data driven decision making, insights and data driven resolution finding on telecom industry business, I am very interested to work as data analyst as my next career goal.

Experience

Acting Service Delivery Manager

Ericsson

Feb 2022 - Present (10 months +)

As an acting SDM, I am responsible for involving in pre/post sale activities, PR/PO, costing and budgeting. And I also do believe I did best to maintaining strong customer relationships and improving our services to maintain customer satisfaction. I do lead remote and local teams to deliver services with the efficient process. We meet 100% success lead-time within the SLA target.

Customer Technical Manager

Ericsson

Oct 2017 - Oct 2022 (5 years 1 month)

As a CTM, I did support SDM with data driven insights, business analysis and maintain trackers. And also lead and manage remote and local engineer on customer support ticket and emergency recovery. We also done big data analysis such as High Faulty Rate RCA, tickets turnaround time improvement, and so on. I also did manage Software upgrade/update projects and feature activation projects.

CNS Engineer

Ericsson

May 2017 - Oct 2017 (6 months)

As a CNS engineer, I do support customer about product troubleshooting and solve Software related issues. We did provide quick and perfect solution by working together with local and global colleagues. Also I execute Software upgrade/update and feature activation.

Quality Assurance

Ericsson

May 2016 - May 2017 (1 year 1 month)

As a QA for Field Service Organization for Telecommunication Network, I did keep track and supervise of preventive and corrective maintenance. I did lead to regional team leaders and support to achieve better network performance. Sign-out Acceptance and keep track the preventive activities and provide the insights to Management team. I also did get the star of the year award during these days.

Regional Team Lead

Ericsson

Dec 2014 - May 2016 (1 year 6 months)

As a regional team leader, I do lead a team which have 10-15 members. We do maintain customer network 24/7 and do the best preventive and corrective maintenance to keep customer network perform in best service. I been proud to lead such a team and we been grow together. I believe I did coach well them and support each others.

Field Service Engineer

Ericsson

May 2014 - Dec 2014 (8 months)

I did maintain customer network by work hard of preventive maintenance and corrective maintenance. I did also share knowledge to new comers and provided trainings to them. I also did support them remotely on technical troubleshooting.

Network Engineer

New Electronic Technology

May 2013 - May 2014 (1 year 1 month)

Education

University of Computer Studies, Mawlamyine

Bachelor's Degree, Computer Technology

2009 - 2013

Graduated with Honors in Computer Technology.

Licenses & Certifications

Applied Advanced Excel Training - Myanmar Excel Expert Team



Generate Your Business - Start Your Business Course - International Labour Organization

The Network Engineering Training Course - Information and Communication
Technology Training Institute (ICTTI) Yangon



DataRobot Essentials - DataRobot

67223174



DataRobot Time Series Modeling - DataRobot

67358344



Project Management Basics - Greenlight Project Management

Skills

Customer Support • Software Updates • Service Delivery Management • Networking •
Telecommunications • Management • Microsoft Office • Project Management • Team Management •
Leadership