

Thein Kyaw Lwin

Batangas | thein.kyaw.lwin.official@gmail.com | www.linkedin.com/in/theinkyawlwin/ | +63-991-260-5406

PROFESSIONAL SUMMARY

IT professional with over 7 years of experience in digital infrastructure, end-user support, and data systems across the rural development, public healthcare, and telecom sectors. Successfully delivered IT infrastructure projects, including server deployments, system integration, virtualization, private cloud, and optical networks for major service providers. Currently transitioning into data science through an MSc in Data Science, gaining hands-on experience in cloud computing, big data, machine learning, and data analytics. Skilled in managing platforms such as DHIS2, OpenMRS, OpenStack, and enterprise IT systems. Proven ability to bridge technical solutions with real-world needs in multicultural, international development programs. Eager to contribute to scalable, secure data systems and apply AI/ML to drive positive change in healthcare, agriculture, and underserved communities.

WORK EXPERIENCE

World Health Organization

IT Support Officer

Nay Pyi Taw, Myanmar

May 2023 – July 2024

- Provided technical support for DHIS2 and OpenMRS in the national eHealth program for HIV/AIDS, collaborating with UNAIDS, ICAP, HISP India, and CHAI to ensure smooth operations and data accuracy.
- Maintained the DHIS2 infrastructure (PostgreSQL, Java Tomcat, NGINX, Linux servers), ensuring 99.99% uptime and optimal performance, including troubleshooting user accounts, metadata issues, and health data reporting workflows.
- Administered on-premises and cloud-based healthcare data servers, guaranteeing high availability and data integrity for over 1,000 users involved in healthcare programs.
- Led user onboarding, IT asset management, and cybersecurity efforts, enhancing operational resilience and ensuring smooth system functionality across multiple offices.
- Collaborated closely with UN agencies, national health authorities, and service providers to ensure seamless, secure data flows and adherence to governance and compliance standards.

CESVI Myanmar

Mobile Application cum IT Technician

Yangon & Nyaung U, Myanmar

March 2020 - April 2023

- Led mobile ICT-enabled extension services for rural farmers across 130 villages and 26,234 households in Myanmar's Dry Zone, providing access to critical agricultural and livestock advisories.
- Spearheaded digitization and data integration of agro-advisories into mobile formats, supporting data-driven decision-making and real-time access to critical information for farmers.
- Trained 2,000+ farmers on using mobile applications and provided digital literacy training to improve access to agricultural advisories for local farmers and empower them with essential agricultural knowledge.
- Provided technical support to Monitoring & Evaluation teams in designing and maintaining data workflows—from field data collection tools to GIS dashboards and donor reporting—ensuring data accuracy, traceability, and timeliness.
- Co-developed data pipelines and supported dashboard visualizations for agriculture and rural development projects, enabling data-driven decision-making, real-time program monitoring, and clear visualization of project impact for donors and stakeholders.
- Served as IT focal point across six agriculture and rural development projects funded by UNDP, FAO, SDC, AICS, and CESVI, managing IT infrastructure, user support, and digital tools to ensure smooth operations and project delivery.
- Managed ICT operations across CESVI Myanmar's offices, including systems administration, network maintenance, and hardware/software support to ensure seamless day-to-day functionality.

Huawei Technologies Co., Ltd.

IT Service Engineer.

Yangon, Myanmar

November 2018 – February 2020

- Delivered and commissioned 7 nationwide Carrier and Enterprise IT infrastructure projects for clients including MPT, Ooredoo, Telenor and CB Bank, covering cloud systems (FusionCloud), virtualization platforms (FusionCube), provisioning systems (WTTx/FTTx), and data center monitoring (NetEco).
- Managed full project lifecycle: site surveys, hardware installation (servers, storage, networking), system integration, and user acceptance testing (PAT/PAC).
- Maintained MPT Private Cloud operations, managing ECS, EVS, VPC, and OceanStor storage for scalable and secure infrastructure.
- Configured Eudemon 8000E firewalls, VPNs, DNAT/SNAT, and SAN zoning to optimize security and network performance.
- Developed technical documentation (LLDs, HLDs, SOPs, MOPs) to ensure smooth deployment, upgrades, and client handover, alongside training staff in system operations, troubleshooting, and maintenance.
- Provided technical support for production systems, collaborating with Huawei R&D and GTAC (Global Technical Assistance Center) to resolve service requests and maintain SLA compliance.

ISGM (ICT Star Group Myanmar) Co., Ltd

Junior Network Engineer.

Yangon, Myanmar

September 2017 – November 2018

- Supported NEC Japan engineers in infrastructure audits and optical network expansion across metro and national backbone networks.
- Maintained NEC transmission equipment (DWDM, TM301), ensuring reliable and continuous telecommunication services.
- Managed core IT infrastructure, including blade servers, virtualization platforms, storage systems, and Fortigate firewall configuration.
- Implemented wireless (Unifi AP), monitoring (Zabbix), and authentication (NEC SFA) systems to enhance office network performance and security.
- Provided end-user IT support across departments, resolving incidents related to desktops, printers, and access control devices; closely collaborated with the software development team to support new service rollouts.

Netpro Myanmar Co., Ltd

Junior Network Engineer. (Internship)

Yangon, Myanmar

May 2017 – August 2017

- Assisted senior engineers in deploying and configuring enterprise network infrastructure, supporting both internal systems and client projects.
- Gained hands-on experience with IT systems such as VoIP (Yeastar), CCTV (Dahua, HIKVISION), and GPS tracking (Teltonika, Digital Systems).
- Conducted quality assurance checks on network equipment (MikroTik, Ubiquiti, Teltonika) to ensure compliance with technical standards and project specifications.

EDUCATION

Batangas State University

Master Of Science in Data Science

Batangas, Philippines

Ongoing

- Main courses included: Fundamentals of Data Science, Big Data and Cloud Computing, Machine Learning and Neural Networks, Mathematical and Computational Theories, Time-Series Analysis, Seminars in Data Science
- Research Interest: I am passionate about applying AI, machine learning, and neural networks to revolutionize smart agriculture, with a focus on enhancing the productivity and resilience of Myanmar's farmers. My work aims to develop scalable, data-driven solutions that empower farmers and drive sustainable agricultural practices.

University of Computer Studies, Mandalay

Bachelor of Computer Technology (Computer Communication and Networks)

Mandalay, Myanmar

Graduation Date: 3 February 2018

- Main courses included: Programming (C, C++, Java), Data Structures & Algorithms, Systems Analysis & Design, Embedded Systems & HCI, Computer Architecture, DBMS & UML, Networking & Security, Advanced Networks, Data Mining, Systems Management, Computational Math, Linear Algebra, Statistics, Digital Systems, VLSI Design, Electrical Circuits, Project Management, Communication & Professional Practice

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) Expired Date – July 31, 2026
- Building Serverless Applications in AWS
- NEC: NCPC (Smart Face Authentication), NCSE (NEC Server Hardware)
- Linux System Administration
- Analyzing Data with Microsoft SQL, Power BI and Python
- DHIS2: Introduction, Data Capture, Analysis, Customization, Events
- WHO Mandatory Certificates: UN BSAFE, Cybersecurity, PSEA, Ethics, etc.
- IELTS Academic - Overall Band Score 6.5

LANGUAGES

Burmese (Native); **English** (Full Working Proficiency)

SKILLS & INTERESTS

Skills:

- **Programming Languages:** Python, R, SQL
- **Data & Analytics Tools:** Power BI, Looker Studio, QGIS, Excel, SPSS
- **Cloud & Infrastructure:** AWS, GCP, Azure, Huawei Cloud, OpenStack, VMware, Docker, Microsoft 365, Google Workspace
- **Networking & Security:** Cisco, MikroTik, Huawei, FortiGate, Linux System Administration, Windows Server Administration, Zabbix, Remote Support Tools (TeamViewer, AnyDesk)
- **ICT4D & eHealth Platforms:** DHIS2, OpenMRS, KoBoToolbox, Esper (Android DevOps)
- **Productivity & Design Tools:** OBS Studio, Canva, Adobe Illustrator, Photoshop
- **Professional Competencies:** Troubleshooting, Capacity Building, Communication, Adaptability

Interests: ICT4D, Digital Public Goods, Open source, AI/ML for Social Good