

FRANKY KYAW

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TECHNICAL SKILLS

Cloud & SaaS: Microsoft 365 Admin Center, Google Workspace, Entra ID, Azure, AWS
IT Operations: Datto RMM, Autotask PSA, Active Directory, Virtualization (VMware, Docker)
Languages: Python, PowerShell (Automation), SQL, JavaScript, TypeScript, Bash

CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals (AI-900) April 2026
Microsoft 365 Certified: Fundamentals (MS-900) Jan 2026

RELEVANT EXPERIENCE

Help Desk Engineer Aug 2025 - Present
Bay State IT(MSP) Boston, MA

- Provide Tier 1/Tier 2 technical support for a diverse portfolio of clients in a fast-paced MSP environment.
- Manage Microsoft 365 tenants, including user administration, licensing, and security settings within Microsoft Entra ID.
- Troubleshoot and resolve hardware, software, and network connectivity issues, maintaining high SLA standards.
- Utilize Datto RMM (Remote Monitoring and Management) tools and ticketing systems (Autotask) to track and document incident lifecycles.

IT Specialist Jan 2023 - May 2024
Bennington College

- Resolved 5–10 daily help-desk tickets (Windows, macOS, printers, network, AV setups).
- Automated recurring data pulls with Python and SQL, cutting extraction time by 15% and eliminating manual spreadsheets.
- Built interactive Power Bi dashboards that led to an 8% reduction in telecommunication costs campus-wide.
- Authored step-by-step knowledge base documentation on printer setup, software installs, and account recovery for future reference.

Web Developer Intern Mar 2023 - June 2023
SciQuel Allston, MA

- Converted 4 Figma mock-ups into responsive React.js pages and collaborated with designers to match desired UI/UX.
- Effectively collaborated with cross-functional teams to integrate MongoDB with the frontend, ensuring seamless data flow and enhancing application performance.
- Implemented advanced bookmarking and annotation features, significantly improving user interaction and retention. Conducted comprehensive testing to maintain high standards of quality.

EDUCATION

B.A in Computer Science, Bennington College Aug 2020 - May 2024
GPA: 3.93 Bennington, Vermont