

MHAN HEIN KHANT

IT SUPPORT | INFORMATION SCIENCE GRADUATE

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EDUCATION

Bachelor of Information Science

Jan 2022 - May 2025

State University of New York at Oswego

CERTIFICATIONS

- Microsoft Professional Certificate in Generative AI
- Atlassian IT Service Management Professional Certificate
- Zendesk Customer Service Professional Certificate
- PTCB Certificate - In Progress
- CompTIA A+ Certificate - In Progress

PROFESSIONAL EXPERIENCE

Pharmacy Technician - Inpatient Pharmacy, Albany Medical Center

Jan 2026 - Present

- Redesigned departmental checklists using feedback from experienced technicians to improve workflow consistency and onboarding.
- Support medication distribution and inventory operations in a fast-paced hospital environment.
- Troubleshoot workflow issues with pharmacists and technicians to maintain operational efficiency.

Group Leader - Auxiliary Services, SUNY Oswego

Aug 2024 - May 2025

- Led daily operations and coordinated student staff during peak service hours.
- Resolved basic hardware, software, and workflow issues for management and staff.

Peer Leader - Office of Learning Services, SUNY Oswego

Jul 2024 - Aug 2024

- Provided technical assistance using Zoom, Google Meet, and Microsoft 365 tools.
- Managed scheduling, reporting, and data collection using Excel and Google Forms.

TECHNICAL SKILLS

Microsoft 365
Windows/Mac

Google Workspace
Troubleshooting

SQL
HTML/CSS/JavaScript

Customer Support
AI & Gen AI tools

PROJECTS

Everest Habit Tracker ([Link to Demo](#))

Jan 2025 - May 2025

- Web-based habit tracking app with sub-goals and progress visualization using SMART framework; Created and normalized a database schema with SQL; 2-Developer Team

Underground Railroad Driving Tour Website ([Link to Website](#))

Jan 2024 - May 2024

- Team-developed web app using HTML, CSS, and JavaScript; managed timelines with Gantt charts and conducted regular debugging sessions and updates with stakeholders and faculty.

Hotel Reservation System Database Design ([Link to Project](#))

Sep 2023 - Dec 2023

- Designed and normalized a relational database using SQL and developed queries for data retrieval and reporting; Created entity relationships and database schemas to support accurate and efficient data management.