

MHAN HEIN KHANT

IT SPECIALIST

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SUMMARY

Information Science graduate with a strong background in customer service, remote work, and team leadership. Experienced in coordinating operations, mentoring students, and adapting quickly to new tools and technologies. Familiar with troubleshooting, basic web technologies, and designing surveys and analyzing results with Google Forms and Excel through coursework and projects. Currently pursuing CompTIA A+ certification to build technical proficiency for a career in IT support, including skills in desktop imaging, hardware replacement, and end-user troubleshooting.

INTERPERSONAL SKILLS

Organizing Meetings Team Coordination
Professionalism Conflict Resolution

TECHNICAL SKILLS

Troubleshooting Google Workspace
Microsoft 365 AI & Gen AI tools

PROFESSIONAL EXPERIENCE

Group Leader - Auxiliary Services, SUNY Oswego Aug 2024 - May 2025

- Oversaw daily operations during peak hours, ensuring smooth workflow and occasionally resolving basic hardware/software issues for managers/assistant managers.
- Managed student worker duties and coordinated with management to improve efficiency and meet professional standards of dining hall.

Peer Leader - Office of Learning Services, SUNY Oswego Jul 2024 - Aug 2024

- Coordinated peer assistance and activities via Zoom, Google Meet, and shared cloud tools, providing remote technical support to students when needed.
- Managed students under my leadership using Microsoft Excel, Google Forms, and other Microsoft 365 applications for scheduling, data collection, and reporting.

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.

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
- Asana Workflow Specialist Certificate - In Progress (Expected Sep 2025)
- CompTIA A+ Certificate - In Progress (Expected Mar 2026)