Chheany Mok

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Software Engineer

I'm a detail-oriented Data Center Technician with over 5 years of experience in server management, hardware troubleshooting, and system optimization. I'm a creative and curious person with a passion for technology. I believe my strong problem-solving and communication skills will help me transition into a software engineer role.

WORK EXPERIENCE

nextSource · 10/2020 - Present

Data Center Technician

- Reduced system alert frequency, enhancing efficiency through proactive monitoring and fast issue resolution.
- Performed hardware break-fixes and network troubleshooting, improving response time and maintaining SLA commitments.
- Coordinated with clients and teams to complete a major server migration project, finishing on schedule.
- Trained 4 new team members, improving team effectiveness through knowledge-sharing and support.
- Collaborated closely with engineering teams to resolve critical incidents, reducing outages.

Desktop/End User Support Technician 2

- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware/software, networked peripheral devices, and any IT hardware or software exposed to end users.
- Manage active IT incidents and support requests within IT service management system.
- Configure and relocate computer equipment as required.

Full Stack Web Development at Bloom Institute of Technology · 05/2018 - 01/2019

Software Developer · Full-time

- Developed web applications using technologies such as NodeJs, React/Redux, Python and Django.
- Completed several projects, working closely with the team to develop a variety of mobile-based and desktop-based software applications.
- Built RESTful APIs that served data to the JavaScript front-end.

ASSET Technologies, LLC · 01/2010 - 04/2018

Research and Development Technician

- Implement processes to improve logistics and production
- Design and build mock test stations
- Standardize processes for customer solutions

Repair Lab Supervisor

- Manage production with a team of 2-3 technicians
- Provide assistance with managing product inventory
- Develop customer solutions for new products

Repair Lab Technician

- Repair and maintain legacy HVAC circuit boards
- Program and test controllers to integrate with customer applications

EDUCATION

Degree in Computer Software Engineering
BloomTech · 05/2018 - 01/2019

Bachelor of Science - BS in Computer Science
University of Arkansas Grantham · 06/2015 - 06/2017

Associate of Science - AS in Computer Engineering Technology/Technician
Sullivan College of Technology and Design · 09/2007 - 09/2009

CERTIFICATIONS

Google Cybersecurity Certificate · 06/2024 - Present
Coursera

Computer Science with Full-Stack Web Development Emphasis · 05/2018 - 01/2019

PROJECTS

Trivializer · 12/2018 - 12/2018
Trivializer is an application that allows users to create custom games and rounds with auto-generated trivia questions. https://github.com/Lambda-School-Labs/Labs8-Trivializer

SKILLS

Computer Science, Databases, Data Structures, Git, JavaScript, Node.js, Python, Software Development, Web Development