YE WIN TAY ZA

IT Administrator | Android & Backend Engineer

Microsoft 365 · Entra ID · Intune | Kotlin · Node.js · PostgreSQL · Docker

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PROFESSIONAL SUMMARY

IT administrator and engineer with 8+ years in enterprise IT: 6 years in a 24/7 NOC, 2 years as the sole IT administrator for a 70+ user company in Singapore, and the last 15 months building and running a live ride-hailing platform as a freelance Android and backend engineer. I run Microsoft 365, Entra ID and Intune environments, and I build and operate Linux services with Kotlin, Node.js, PostgreSQL and Docker. I measure before I change anything, write down what I fix, and keep systems simple enough for a small team to run safely.

SKILLS

Microsoft 365 & Identity: Exchange Online, Teams, SharePoint, OneDrive, Entra ID (Azure AD), Active Directory (hybrid), Conditional Access, MFA, RBAC, Group Policy, user lifecycle

Endpoint & Security: Microsoft Intune, compliance and configuration policies, Windows 10/11, patch management, Microsoft Defender, Purview, access reviews, audit support

Android: Kotlin, Jetpack Compose, Coroutines/Flow, Google Maps SDK, Firebase Cloud Messaging, Crashlytics, R8

Backend & Data: Node.js, Fastify, REST, WebSocket, PostgreSQL 16, PostGIS, SQL migrations, job queues, automated testing

Infrastructure & Operations: Linux, Docker Compose, Caddy, Cloudflare, ufw, fail2ban, backups and restore drills, Zabbix, PRTG, Nagios, VMware vRealize, Windows Server

Service Management: ITIL 4 incident, problem and change management, SLA reporting, JIRA, ServiceDesk, root-cause analysis, SOPs and knowledge base

PROFESSIONAL EXPERIENCE

Freelance Android & Backend Engineer
Sep 2025 – Present

Call Me Taxi and Mingalarpar Taxi (ride-hailing, Yangon)
Remote, Kuala Lumpur

- Designed, built and operate the backend for two live ride-hailing companies (about 1,000 drivers on the larger one), and moved both off a hosted backend-as-a-service without changing how drivers work.
- Built the Kotlin and Jetpack Compose Android apps for customers, drivers and operations staff: live trip tracking, chat, push notifications and driver wallets, covered by 268 unit tests.
- Cut the time for a new order to reach the last of ~1,090 drivers from 4.3 s to 1.0 s by replacing per-driver inserts with one bulk write.
- Load-tested 500 simulated drivers: ~10,500 requests with 0 errors, and every simultaneous accept of the same order had exactly one winner. Running the API as two processes cut median GPS write time from 963 ms to 205 ms.
- Sized and run one Linux server per company (6 vCPU / 12 GB for Call Me, 4 vCPU / 8 GB for Mingalarpar) with daily off-site backups, restore drills, deploys that roll back on their own, Telegram alerts, key-only SSH and Cloudflare mTLS.
- Investigated and fixed production incidents end to end, from push notifications lost after re-login to a driver phone clock running 77 s fast. Case studies: github.com/ywtzdev.

IT Administrator (Sole Regional IT) **Oct 2023 – Aug 2025**
Mooreast Asia Pte Ltd *Singapore*

- Sole IT administrator for 70+ users across the Singapore headquarters and regional branch offices; owned Microsoft 365, Active Directory, endpoints and IT vendors.
- Rolled out MFA and Entra ID Conditional Access to 100% of user accounts, closing an internal audit finding.
- Cut new-starter IT setup from 2.5 hours to under 45 minutes by turning Microsoft 365, Active Directory and laptop setup into one documented SOP.
- Resolved 60+ L1/L2 tickets a month across Exchange Online, Teams, SharePoint, OneDrive and Windows, with 85% solved at first contact.
- Enforced device compliance in Intune; managed mailbox permissions, shared mailboxes, licences and retention policies in Exchange Online.
- Checked Microsoft 365 backup coverage and DR readiness, and worked with internal and external auditors on access reviews and security controls.

NOC & Systems Engineer **May 2017 – May 2023**
Partner Associates Int'l Co., Ltd *Yangon, Myanmar*

- Monitored 120+ production servers, network devices and virtual hosts in a 24/7 NOC with Zabbix, PRTG, Nagios and VMware vRealize Operations.
- Kept infrastructure availability above 99% across multiple sites through daily health checks, early anomaly detection and fast L2/L3 escalation.
- Handled a shared queue of 200+ tickets a month in ServiceDesk and JIRA within response and resolution SLAs.
- Tuned thresholds and alert rules to remove recurring false alarms, so overnight alerts pointed to real incidents.
- Administered Windows Server, Active Directory and Group Policy under least-privilege rules; supported DR drills, backup tests and vendor maintenance windows.

CERTIFICATIONS

- Microsoft Certified: Security Operations Analyst Associate (SC-200), 2024
- ITIL 4 Foundation in IT Service Management, 2023
- Microsoft 365 Certified: Administrator Expert (MS-102), in progress (2026)

EDUCATION

Higher National Diploma (HND), Computer Systems & Development **2011 – 2014**
Myanmar Noble University, Yangon

LANGUAGES

English: full professional proficiency | Burmese: native | German: elementary (A2), studying toward B1