

BUNNE' LEANG

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Summary

Customer-centric and results-driven Application Support Engineer with over five years of experience in IT, including three years specializing in technical support and troubleshooting for SaaS-based applications. Adept at resolving complex technical issues, ensuring high customer satisfaction, and contributing to operational efficiency.

Skills

- Experience with web technologies and concepts such as C#, SQL, Java, HTML, CSS, JavaScript, React, Object-Oriented Programming (OOP), Agile, Scrum, Python, GitHub, Confluence, JIRA, Git, API, REST API, PowerShell, Salesforce, Oracle Fusion Cloud, Azure, and AWS.
- Intermediate understanding of databases (SQL, NoSQL) and data manipulation.
- Expert in root-cause analysis, skilled in documenting procedures, troubleshooting methodologies, and implementing effective solutions.
- Familiarity with ITIL (Information Technology Infrastructure Library) principles and practices, especially incident management, problem management, and change management processes.
- Proficient in Software Development Life Cycle (SDLC) methodologies, including requirements gathering, design, development, testing, deployment, and maintenance.
- Security-focused, rigorously adhering to stringent access control guidelines to ensure authorized use and protect sensitive information.

Experience

05/2021 - 02/2024

Indigo Ag
Memphis, TN

Application Support Engineer (Remote)

- Led comprehensive technical support for in-house and third-party applications, including Oracle Cloud Applications and Salesforce CRM, serving as the primary point of contact for troubleshooting and resolving Tier 1 and Tier 2 incidents.
- Achieved and consistently surpassed platform efficiency and Service Level Agreements (SLAs) in the JIRA ticketing system, driving uninterrupted operations and ensuring exceptional client satisfaction by resolving 97% of tickets within SLA timelines. Maintained a 4.9/5.0 customer satisfaction rate, 99% response rate, and 97% resolution rate.
- Facilitated effective communication between engineering and business teams by escalating technical issues and providing regular updates throughout the investigation process. Contributed to a 15% increase in customer satisfaction scores through improved support and transparency.
- Administered user management for Oracle Cloud, Salesforce CRM, and in-house SaaS-based applications, configuring roles and data access permissions in strict adherence to the zero trust model.
- Proficient in using SQL to retrieve and analyze data, effectively solving problems and supporting decision-making processes.
- Served as a Salesforce Administrator, resolving process flow errors, managing user accounts, maintaining documentation, and assisting in development tasks to ensure smooth and efficient system operations.
- Leveraged in-house RESTful API endpoints to successfully resolve customer/internal data issues, ensuring data accuracy and integrity resulting in a 15% decrease in average resolution time for

customer and internal inquiries.

07/2019 - 05/2021

Indigo Ag
Memphis, TN, TN

IT Support Analyst (Hybrid)

- Exceeded SLA expectations by consistently resolving Jira tickets within 24 hours, resulting an average of 4.9/5.0 customer satisfaction rate and maintaining a 99% Response and 98% Resolution rate.
- Implemented a structured onboarding process, including training materials and job aids, resulting in a 50% reduction in onboarding time and seamless integration of new team members.
- Administered user accounts, permissions, and access controls in Azure Active Directory, Microsoft 365 Admin and other authentication systems.
- Managed group policies, security groups, and distribution lists to enforce security policies and regulatory compliance. Coordinated various IT projects such as data migration, data management, and software deployments.
- Managed end-to-end hardware and software inventory, performing audits and maintaining accurate records, resulting in streamlined budgeting and procurement decisions.

02/2019 - 07/2019

Indigo Ag
Memphis, TN

IT Support Specialist Intern (Hybrid)

- Guided Tier 1 technical support to end-users in troubleshooting hardware, software, and network issues via Remote Access software.
- Collaborated with IT team members in implementing system upgrades, migrations, or new technology deployments.

Education and Training

05/2023

Memphis, TN

Bachelor of Science in Engineering Technology

University of Memphis

- Excelled in a comprehensive curriculum featuring courses such as Programming I, Data Structures, Engineering Communications, Principles of Supervision, Advanced Programming, and Engineering Analysis, developing a solid understanding of various technical and leadership concepts.
- Led various team projects within courses.
- Completed a full-stack project that consisted of NextJS, FastAPI, and MongoDB, deployed on AWS EC2.
- [May, 2021, May 2022] - Dean's List

05/2015

Southaven, MS

Entry Vocational Program in Information Technology

Desoto County Career Technology Center

- Acquired CompTia IT Fundamental Certification.
- Acquired Microsoft Networking Fundamentals Certification.
- Shadowed IT Professionals

Certifications

- **Microsoft Certified: Azure Fundamentals (AZ-900)**