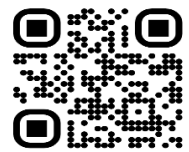


Phearak Both Bunna



253-656-9776 | phearakboth022@gmail.com | [linkedin.com/in/pbothbunna](https://www.linkedin.com/in/pbothbunna) | github.com/pbothbunna | (Open to Relocation)

EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE (Data Science & AI/ML) <i>Washington State University (WSU)</i>	Jan 2024 – May 2025 <i>Pullman, WA</i>
BACHELOR OF SCIENCE IN COMPUTER SCIENCE <i>Washington State University - GPA: 3.85/4.0 Magna Cum Laude</i>	Aug 2021 – Dec 2023 <i>Pullman, WA</i>
ASSOCIATE OF SCIENCE DEGREE <i>Seattle Central College - GPA: 3.83/4.0</i>	Jan 2020 – June 2021 <i>Seattle, WA</i>

WORK EXPERIENCE

WSU Information Technology Services (ITS)

Web Development Intern	May 2024 – Feb 2025
<ul style="list-style-type: none">Redesigned WSU ITS website to enhance UX, streamline navigation and optimize content deliveryEnsured knowledge base articles met accessibility compliance and updated scheduled maintenance pageDesigned interactive cards for service desks and subscription categories, enhancing user experienceIntegrated Mailchimp for targeted emails based on user subscriptions, creating a centralized communications hubProjected to boost website traffic and user engagement by 35%, increasing overall user satisfaction	
Technical Support Specialist II & Video Conference Classroom Operator	May 2024 – Feb 2025
<ul style="list-style-type: none">Resolved 3700+ tickets using Jira, supporting 20,000+ users with software, hardware and network issuesDelivered end-to-end support with a 4.9/5.0 satisfaction rating, troubleshooting and prioritizing time-sensitive issuesMentored new hires and collaborated across support tiers, fostering a skilled and collaborative team environmentManaged advanced AV systems in lecture halls with 250+ attendees, ensuring minimal downtime during live sessionsFacilitated video conferencing across 5 campuses, improving remote learning experiences and user engagement	
Technical Support Specialist I	Mar 2022 – May 2024
<ul style="list-style-type: none">Provided technical support for installations, backups, network issues, access controls, account security, ticket escalation and other issues across Windows and macOS devicesCommunicated technical solutions to students, staff and faculty, ensuring smooth adoption of IT servicesCreated and maintained 200+ Knowledge Base articles to support efficient and consistent service delivery	

SKILLS

Programming Languages:	Python, SQL, R, HTML/CSS, JavaScript
Technical Skills:	Data Analytics, Web Development, Technical Support, Helpdesk Operations
Soft Skills:	Communication, Collaboration, Leadership, Time Management, Responsibility
Tools & Technologies:	Power BI, Tableau, Azure, Excel, React, Jira, Confluence, Okta, GitHub
Certifications:	Google Cloud Essentials, IBM Data Analyst Professional (<i>In-progress</i>)

PROJECTS

LivingAtlas Web Application <i>React, FastAPI, PostgreSQL, Mapbox, HTML/CSS, JavaScript</i>	
<ul style="list-style-type: none">Collaborated with a team of 3 to build a full-stack web application for visualizing geographical data, developed for the Center for Environmental Research, Education and Outreach (CEREO) at WSUHeld weekly meetings with non-technical sponsors to gather requirements, provide updates and align on goalsDelivered prototype demos showcasing features and 25+ interactive watershed and river data entries from NHDImplemented polygon filtering, dynamic markers and 3-level category filters to support map-based exploration	
YouTube Video Analyzer <i>MongoDB, PySpark, PageRank, Big Data</i>	
<ul style="list-style-type: none">Led a team of 4 to build a scalable video analytics application with 647,000+ video records in MongoDBCleaned and merged multi-source crawls, applying data fixes and schema design for efficient ingestionUtilized PySpark's distributed computing and MongoDB to process large-scale video data efficientlyBuilt search and PageRank-based influence features, optimizing query speed through indexing and data modeling	
Real-time Human Emotion Detection <i>Python, OpenCV, TensorFlow, Machine Learning (CNN)</i>	
<ul style="list-style-type: none">Developed an emotion detection app using live webcam feed, achieving over 65% accuracy on FER-2013 datasetProcessed video frames with face detection, emotion recognition and uncertainty scores for smooth performance	