Phearak Both Bunna

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

EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE (Data Science & AI/ML) — Jan 2024 – May 2025
Washington State University (WSU) — *Pullman, WA*

BACHELOR OF SCIENCE IN COMPUTER SCIENCE — Aug 2021 – Dec 2023
Washington State University - GPA: 3.85/4.0 | Magna Cum Laude — *Pullman, WA*

ASSOCIATE OF SCIENCE DEGREE — Jan 2020 – June 2021
Seattle Central College - GPA: 3.83/4.0 — *Seattle, WA*

WORK EXPERIENCE

WSU Information Technology Services (ITS)

Web Development Intern — May 2024 – Feb 2025

- Redesigned WSU ITS website to enhance UX, streamline navigation and optimize content delivery
- Ensured knowledge base articles met accessibility compliance and updated scheduled maintenance page
- Designed interactive cards for service desks and subscription categories, enhancing user experience
- Integrated Mailchimp for targeted emails based on user subscriptions, creating a centralized communications hub
- Projected 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

- Resolved **3700+** tickets using Jira, supporting **20,000+** users with software, hardware and network issues
- Delivered end-to-end support with a **4.9/5.0** satisfaction rating, troubleshooting and prioritizing time-sensitive issues
- Mentored new hires and collaborated across support tiers, fostering a skilled and collaborative team environment
- Managed advanced AV systems in lecture halls with **250+** attendees, ensuring minimal downtime during live sessions
- Facilitated video conferencing across **5** campuses, improving remote learning experiences and user engagement

Technical Support Specialist I — Mar 2022 – May 2024

- Provided technical support for installations, backups, network issues, access controls, account security, ticket escalation and other issues across Windows and macOS devices
- Communicated technical solutions to students, staff and faculty, ensuring smooth adoption of IT services
- Created 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 *(In-progress)*

PROJECTS

LivingAtlas Web Application | *React, FastAPI, PostgreSQL, Mapbox, HTML/CSS, JavaScript*

- 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 WSU
- Held weekly meetings with non-technical sponsors to gather requirements, provide updates and align on goals
- Delivered prototype demos showcasing features and **25+** interactive watershed and river data entries from NHD
- Implemented polygon filtering, dynamic markers and **3-level** category filters to support map-based exploration

YouTube Video Analyzer | *MongoDB, PySpark, PageRank, Big Data*

- Led a team of **4** to build a scalable video analytics application with **647,000+** video records in MongoDB
- Cleaned and merged multi-source crawls, applying data fixes and schema design for efficient ingestion
- Utilized PySpark's distributed computing and MongoDB to process large-scale video data efficiently
- Built search and PageRank-based influence features, optimizing query speed through indexing and data modeling

Real-time Human Emotion Detection | *Python, OpenCV, TensorFlow, Machine Learning (CNN)*

- Developed an emotion detection app using live webcam feed, achieving over **65%** accuracy on FER-2013 dataset
- Processed video frames with face detection, emotion recognition and uncertainty scores for smooth performance