Phearak Both Bunna

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EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE (Data Science & AI/ML) Jan 2024 – May 2025
Washington State University (WSU) – GPA: 3.76/4.0 *Pullman, WA*

BACHELOR OF SCIENCE IN COMPUTER SCIENCE Aug 2021 – Dec 2023
WSU – GPA: 3.85/4.0 | Magna Cum Laude *Pullman, WA*

WORK EXPERIENCE

WSU Information Technology Services (ITS)

Web Development Intern May 2024 – Feb 2025

- Redesigned ITS website to enhance UX, streamline navigation, and optimize content delivery
- Updated knowledge base articles and scheduled maintenance pages to meet accessibility and content standards
- Conducted QA reviews on redesigned pages to validate content accuracy, layout consistency, and compliance
- Integrated Mailchimp for targeted emails based on user subscriptions, creating a centralized communications hub
- Projected to increase website traffic and 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 support with a **4.9/5.0** CSAT rating, triaging and documenting high-priority incidents
- Mentored new hires and coordinated escalations, improving issue resolution workflow and knowledge handoff
- 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

- Delivered front-line technical support for installations, backups, network issues, access controls, account security, ticket escalation, and other issues across Windows and macOS environments
- Communicated technical solutions to students, staff, and faculty, ensuring smooth onboarding and service adoption
- Created and maintained **200+** internal knowledge base articles supporting SOPs, ticket escalation, and risk mitigation
- Performed trend analysis on support data to flag recurring issues and recommend process improvements

SKILLS

Programming Languages:	Python, SQL, R, HTML/CSS, JavaScript
Technical Skills:	Data Analysis, Quality Assurance (QA), Incident Response, Technical Support
Tools & Technologies:	Power BI, Tableau, Excel, MongoDB, Azure, Jira, Confluence, Okta, GitHub, React
Certifications:	Google Cloud Essentials, IBM Data Analyst Professional *(In Progress)*
Soft Skills:	Investigation, Communication, Collaboration, Compliance Awareness, Documentation

PROJECTS

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 structured ingestion
- Utilized PySpark and MongoDB to process large-scale video data efficiently, enabling trend and anomaly detection
- Built search and PageRank-based influence features, optimizing query speed through indexing and data modeling

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

- Collaborated with a team of **3** to build a full-stack web application for geographical data visualization, 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 for interactive map exploration

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
- Applied statistical analysis to measure uncertainty and confidence across prediction classes