

Kendrick Thiha

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PROFILE

Technical support professional with three years of experience providing technical support, Microsoft 365 administration, and endpoint security management across distributed, multi-timezone environments. Proven expertise in escalation support, Entra ID, Exchange Online, SharePoint, and Teams administration, Windows 11 endpoint management, and enforcing security baselines aligned with ISO 27001. Also operates TokenToAPI, an AI API platform, with hands-on work in Linux server operations, deployments, API configuration, authentication controls, and payment troubleshooting. Develops and maintains TokenToAPI Connect to simplify AI client setup, configuration backup, and recovery. Currently pursuing an MSc in Cybersecurity and Information Assurance at Mahidol University. Holds ITIL 4 Foundation, MS-900, ISC² Certified in Cybersecurity, and AZ-900 certifications.

TECHNICAL SKILLS

Endpoint & Identity: Microsoft 365, Entra ID (Azure AD), Intune, Exchange Online, SharePoint, Teams, Active Directory, MFA, Windows Autopilot

Security & Compliance: ISO 27001, Endpoint Detection & Response (EDR), Phishing Investigation, Patch Management, Encryption Baselines, Vulnerability Management, Risk Assessment, Wireshark, Burp Suite, Autopsy, FTK Imager, PKI / OpenSSL

Network & Infrastructure: Windows, Linux (Ubuntu, Kali Linux), VPN, DNS, DHCP, Wi-Fi Troubleshooting, TCP/IP, Cisco Packet Tracer, Basic Firewall Concepts

Support & ITSM: Service Escalation, SLA Management, IT Asset Lifecycle, IT Service Management, ITIL 4, User Training & Induction

Platforms & Tools: Microsoft Azure, Cisco Packet Tracer, Microsoft 365 Admin Centre, Azure AD Connect, Forest Trust Configuration

AI & Automation: n8n, Agentic AI Workflows, AI Coding Assistants, Model Context Protocol (MCP), Prompt Design, REST API Integration, Webhooks

PROFESSIONAL EXPERIENCE

TokenToAPI

Sep 2026 – Present

Co-founder & Platform Operator (Self-employed)

- Co-founded and operate an AI API platform, managing deployments, model access, API keys, usage tracking, and day-to-day troubleshooting.
- Develop payment integrations and improve checkout, webhook validation, reconciliation, and refund handling through testing and production verification.
- Maintain authentication controls, multilingual interfaces, and release workflows; investigate faults across the frontend, backend, and infrastructure.
- Develop and release TokenToAPI Connect for macOS and Windows to simplify AI client setup, model selection, configuration backup, and recovery.

City Holdings Limited

May 2022 – Jun 2024

Information Technology Coordinator · Yangon, Myanmar

- Acted as first-line escalation point for end-user hardware, software, network, and security incidents, consistently resolving tickets within agreed SLAs and maintaining accurate records in the IT service management system.
- Administered the Microsoft 365 environment including Exchange Online, SharePoint, Teams, and Entra ID (Azure AD) for managing user accounts, licensing, group policies, and access permissions across the organisation.
- Managed device lifecycle from procurement through configuration and retirement, supported Windows 10/11 endpoint management and implemented Intune-aligned endpoint protection policies to enforce patching, encryption, and configuration.
- Configured and enforced conditional access policies and MFA across a globally distributed user base, reducing unauthorised access risk in line with ITIL framework and security policies.
- Helped deliver complex infrastructure migrations including Microsoft Tenant-to-Tenant migration, Forest Trust configuration, and Azure AD Connect deployment, ensuring zero-downtime transitions and business continuity.
- Supported organisational security assessments that responded to endpoint alerts and assisted with phishing detection and investigations to uphold compliance with security policy and regulatory requirements.
- Streamlined onboarding and offboarding workflows through automated IT asset and account management processes, improving compliance and reducing provisioning time.
- Produced and maintained technical runbooks, onboarding checklists and delivered training sessions to staff at all levels.

CE Global Pte Ltd

Aug 2024 – Sept 2025

E-Commerce Specialist · Singapore, Remote

- Operated effectively within a remote, multi-timezone team including Singapore and international markets, demonstrating the communication and self-management skills required for distributed technical support roles.
- Maintained data accuracy and operational continuity across e-commerce platforms and back-end databases, applying structured troubleshooting.
- Coordinated logistics and supplier relationships internationally, building experience in cross-cultural communication and stakeholder management.

KMD Group of Companies

Dec 2022 – Mar 2023

Internship Trainee · Yangon, Myanmar

- Provided first and second-line technical support for computers and servers across the IT service centre, developing foundational skills in hardware/software troubleshooting.
- Supported asset procurement processes and contributed to customer satisfaction through proactive communication and follow-up.

SELECTED PROJECTS

TokenToAPI Connect — Product Development

- Developed a desktop API configurator using React, TypeScript, Rust, and Tauri. The app discovers gateway models and simplifies setup for AI clients on macOS and Windows, including Claude, Codex, Gemini, and Grok CLI, with support designed to expand to additional providers.
- Implemented configuration backups, atomic file updates, and restore workflows to protect existing settings. Added signed in-app updates and short-lived, single-use platform imports that keep permanent API keys out of URLs.

Prioritizing Network-Exploitable Vulnerabilities in Cloud-Hosted Systems — Academic / Research

- Applied data science methodologies to analyse and rank network-exploitable vulnerabilities in cloud environments, combining vulnerability scoring (CVE/CVSS) with cloud-context risk factors to produce actionable prioritisation models.

Samsung Tracking Tag Application – Digital Forensics — Academic

- Conducted a digital forensic investigation of a Samsung tracking tag application, extracting artefacts and analysing data trails using established forensic methodologies and tools.

OWASP Top 10 – Capture the Flag (CTF) — *Personal*

- Completed a hands-on CTF focused on OWASP Top 10 web vulnerabilities including SQL injection, XSS, broken access control, and insecure configurations, applying real-world exploit techniques in a controlled environment.

Network Design & Configuration – Small Business — *Academic · Cisco Packet Tracer*

- Designed and configured a complete network topology for a small company using Cisco Packet Tracer, including routing, switching, VLAN segmentation, and basic firewall rules.

Hotel Booking System — *Academic*

- Developed a full-stack hotel reservation web application with room availability management, booking workflows, and a user-facing interface.

HCI Design – Ski Rental System — *Academic*

- Applied Human-Computer Interaction (HCI) principles to design a user-friendly ski rental interface, conducting usability evaluation and iterative prototyping.

EDUCATION

Mahidol University

Aug 2025 – Present · Nakhon Pathom, Thailand

Master of Science – Cybersecurity and Information Assurance (International Programme)

University of Greenwich

Feb 2020 – Feb 2023 · Yangon, Myanmar

BSc (Hons) Computing – Network Systems

NCC Education

Jan 2021 – Jan 2022 · Yangon, Myanmar

Level 5 Advanced Diploma in Computing

NCC Education

Jan 2020 – Jan 2021 · Yangon, Myanmar

Level 4 Diploma in Computing

CERTIFICATIONS

- ITIL 4 Foundation – Cybrary
- Certified in Cybersecurity (CC) – (ISC)²
- Microsoft 365 Fundamentals (MS-900) – Microsoft
- Microsoft Azure Fundamentals (AZ-900) – Microsoft
- Oracle Cloud Infrastructure AI Foundations Associate – Oracle
- Oracle Cloud Infrastructure Foundations Associate – Oracle
- Career Essentials in System Administration – Microsoft & LinkedIn
- Career Essentials in Generative AI – Microsoft & LinkedIn

ADDITIONAL INFORMATION

Languages: English (fluent, professional) · Burmese (native) · Thai (conversational)