

Maly Chheang

Versatile IT Professional

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PROFESSIONAL SUMMARY

Versatile IT professional with 10+ years of experience across IT leadership, infrastructure deployment, and front-line support. As Director of IT at Mycelium Networks, led large-scale infrastructure deployments at high-traffic venues and built the SOPs, ticketing, and inventory processes to run them. Now at Stone Bank, administering core banking and workplace systems including Jack Henry and Microsoft 365. Hands-on across Active Directory, security operations, automation, and break/fix hardware and software troubleshooting - a many-hats problem solver known for clear communication and keeping systems running.

SKILLS

- Jack Henry Administration
- Microsoft 365 Administration
- Active Directory
- Security Operations
- Process Automation
- Break/Fix Support
- Software Troubleshooting
- Computer Hardware Troubleshooting
- Infrastructure Planning & Deployment
- Policies & Procedures / SOP Development
- Blockchain & Crypto Security Management
- Inventory & Asset Management
- Help Desk & Ticketing - ServiceNow, Remedy, GitHub
- CRM Platforms - ACT, iManage
- Remote Desktop / VDI / Airwatch
- Google Docs
- Windows OS (7 / 8.1 / 10) / iOS Support
- Customer Service & Communication
- Critical Thinking, Strategy & Planning

EXPERIENCE

IT Support - Stone Bank

Apr 2026 - Present

Arkansas

- Administer Jack Henry core banking systems, supporting day-to-day banking operations.
- Administer Microsoft 365, including user accounts, licensing, and services.
- Provide break/fix support and software troubleshooting for end users.
- Manage Active Directory accounts, groups, and access permissions.
- Build automations that streamline routine IT tasks and support workflows.
- Support security operations across endpoints, accounts, and systems.
- Diagnose and repair PC hardware issues.

Director of IT - Mycelium Networks

Jul 2021 - Mar 2026

Fayetteville, AR

- Led the deployment of offload carrier infrastructure at high-traffic venues including Dickson Entertainment District, Walmart AMP Concert Venue, Walton Arts Center, and Naturals Baseball Stadium.
- Oversaw full lifecycle of infrastructure builds, ensuring contractors delivered on time, on budget, and to spec.
- Designed SOPs for startup operations, covering inventory control, ticketing, and CRM processes.
- Managed secure hardware systems for cryptocurrency wallets, performed monthly audits, and ensured 24/7 uptime.
- Trained internal teams on blockchain fundamentals, OpSec, wallet handling, and decentralized infrastructure.
- Maintained cross-functional team alignment, vendor relationships, and technical operations.

EXPERIENCE (CONTINUED)

System Specialist - Slim Chickens

Oct 2020 - Jun 2021

Fayetteville, AR

- Managed all corporate computing assets including desktops, laptops, and other endpoint devices.
- Provided Tier 1 and 2 technical support for franchisees on POS and network issues.
- Trained franchise operators on using inventory and menu management systems.
- Diagnosed connectivity and hardware issues, ensuring minimal downtime across retail operations.

IT Support Service Analyst - Brownstein Hyatt Farber Schreck

Feb 2020 - Oct 2020

Denver, CO

- Delivered high-quality Tier 1/2 support, maintaining high first-call resolution and minimizing escalations.
- Administered DUO, iManage, Mitel Connect, CompuLaw, and GitHub ticketing systems.
- Streamlined end-user systems to reduce hands-on interventions and increase uptime.

Mobility Coordinator - Sunrun

Aug 2019 - Feb 2020

Denver, CO

- Managed mobile assets using Airwatch MDM; tracked and secured company-issued devices.
- Improved operational efficiency and service delivery via RemedyForce and ServiceNow platforms.

Desktop Support Technician - ASF Payment Solutions

Dec 2016 - Aug 2019

Highlands Ranch, CO

- Delivered top-tier desktop support, network troubleshooting, and CRM database (ACT) administration.
- Resolved inbound technical support requests efficiently under time-critical constraints.

District Tech Trainer / Senior Sales Consultant - Office Depot

Feb 2014 - Aug 2016

Little Rock, AR

- Led district training initiatives for tech services, computer repairs, and in-store support protocols.
- Drove sales and retention by solving customer issues and optimizing upsell strategies.

Security Officer - Securitas Security Services USA, Inc.

Apr 2013 - Dec 2013

Cedar Rapids, IA

- Conducted patrols, incident reporting, and disciplinary procedures with professionalism.

Business Consultant - Frontier Communications

May 2011 - Oct 2012

Burnsville, MN

- Promoted internet and landline services, resolved complex customer requests, and boosted sales.

General Manager - Culver's Restaurants

Jun 2003 - Sep 2009

Owatonna, MN

- Managed operations, led hiring and training, and ensured high levels of customer service and operational efficiency.

EDUCATION

University of Wisconsin - River Falls 2001 - 2002

Geographic Information Systems

References available upon request.