

# Minea Chhay

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Sihanoukville, Cambodia

## Summary

IT Manager with 10+ years of experience leading infrastructure, security, and support operations across hotel, casino, airline, and enterprise environments. I build reliable systems, improve service delivery, and align technology decisions with measurable business outcomes.

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## Experience

### Palace Hotel

IT Manager, Sihanoukville, Cambodia  
03/2025 - Present

Lead end-to-end IT operations for a hotel environment, overseeing infrastructure reliability, service delivery, vendor coordination, and security controls that support daily operations.

- Own infrastructure, systems availability, and escalation handling across business-critical services.
- Standardize support workflows and documentation to improve issue response and operational consistency.
- Partner with department heads on technology priorities, risk mitigation, and service improvements.

### Goldeneye - Hotel & Resort

IT Manager, Kapitan Andreevo, Bulgaria  
07/2023 - 03/2025

Directed IT operations for an international hotel and resort property, balancing guest-facing technology needs with back-office reliability, vendor coordination, and infrastructure support.

- Managed hotel systems, user support, and operational infrastructure in a cross-border environment.
- Coordinated system integrations and service maintenance to support smooth guest operations.
- Supported local teams with practical process improvements and dependable day-to-day IT leadership.

### Jin Bei Group

IT Manager, Sihanoukville, Cambodia  
11/2021 - 07/2023

Led IT strategy and execution for gaming and hospitality operations, supporting high-availability environments where stability, service continuity, and rapid issue recovery were essential.

- Oversaw infrastructure and business systems supporting round-the-clock operations.
- Drove upgrades and operational improvements while maintaining service continuity.
- Helped align IT priorities with operational needs across multiple business units.

### Jin Bei Group

IT Infrastructure Manager, Sihanoukville, Cambodia  
04/2019 - 11/2021

Managed core infrastructure across servers, networks, and security systems while improving resilience through stronger standards, redundancy planning, and operational oversight.

- Maintained server and network environments that supported enterprise and gaming operations.
- Strengthened disaster recovery readiness through redundancy and recovery planning.
- Provided technical leadership for infrastructure projects and ongoing operational support.

### KC International Airlines

IT Executive, Phnom Penh, Cambodia  
04/2018 - 04/2019

Supported airline operations where system availability and fast issue resolution were critical to customer service, communication workflows, and time-sensitive operational processes.

- Supported mission-critical booking, communication, and passenger-facing systems.
- Delivered dependable executive and operational support in a fast-moving 24/7 environment.
- Built experience handling incidents where downtime had immediate business impact.

## Nagaworld Ltd

IT Technician, Phnom Penh, Cambodia

12/2015 - 04/2018

Delivered frontline and infrastructure support for a large-scale hospitality and gaming operation, maintaining operational systems used by staff, guests, and gaming teams.

- Supported gaming, property management, and network systems in a high-demand environment.
- Handled day-to-day incidents, maintenance, and user support with strong operational discipline.
- Built deep exposure to hospitality technology stacks and service continuity expectations.

## Las Vegas Sun - Hotel & Casino

IT Technician, Bavet, Cambodia

03/2023 - 11/2025

Began my career supporting casino and hotel operations, developing the technical foundation for later leadership roles in infrastructure, support, and operational IT management.

- Provided broad IT support across end-user devices, systems, and operational technologies.
- Learned to work effectively in high-availability environments with complex business dependencies.
- Built the core troubleshooting, infrastructure, and service mindset that shaped later roles.

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## Skills

Communication Skills, Leadership, Microsoft Excel, It Project Management, Microsoft Project, Microsoft Office, Workflow & Process, Casino & Hotel Systems, Domain & Digital Services, Server & Networking, Full-Stack Development, IT Operations, Infrastructure Management, Network Administration, Cybersecurity, Virtualization, Disaster Recovery, Project Management, Project Management, Team Leadership, Systems Integration, SLA Management, KPI Development, Vendor Coordination

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## Education

### Bachelor of Management Information System

SETEC Institute, Phnom Penh, Cambodia

07/2013

Comprehensive foundation in information systems, business management, and technology infrastructure. Developed strong analytical and problem-solving skills essential for IT leadership.

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## References

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Mr. Jeff Liu

Assistant Director - IT | Palace Hotel

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Resume Website



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