

IT Project Manager Intern IT Project Manager Intern IT Project Manager Intern Pineville, NC
Energetic and passionate recent graduate with diverse work experiences seeking a career with a company that provides an open environment with many opportunities for learning, growth, skills improvement and knowledge. Work Experience IT Project Manager Intern Arcadis - Dubai, AE May 2018 to August 2018 U.A.E Introduced and implemented IT projects for various application enterprises. Developed project plans identifying key issues, approaches and performance metrics.

Created implementation methodologies to control project costs and meet deadlines. Learned about Remedy Force and how it used to resolve IT related issues. Learned about the products used in the company including Office 365 products, BIM 360 AutoDesk products, Oracle, print services (Xerox, Kyocera), remote Access (Workplace, Tunnel), Power BI Gained adequate knowledge of a cooperate working environment especially IT department. Resolved technical issues users faced among the IT team. Salesperson Pineville Imports - Pineville, NC January 2017 to May 2018 Worked with customers to understand requirements, identify and recommend optimal vehicles and provide exceptional customer service. Communicated accurate information about promotions, customer programs and products. Monitored social media and online sources for industry trends. Managed all incoming calls and emails to answer any concern or questions that customers have. Resolved customer technical issues in collaboration with service responsible. Front Desk Receptionist Ramada Inn - Charlotte, NC January 2013 to December 2014 Created guests reservation and assisted customers to check in/out. Light data entry, file maintenance, supply management. Kept accounts in balance and ran daily reports to verify totals. Calculated billings and posted charges to room accounts, reviewing all charges with guests at checkout. Managed approximately 50 incoming calls, emails, and faxes per day. Airbnb Super host (2019), eBay Store - Top Rated Seller with excellence in customer satisfaction (2015- 19), Uber/Lyft driver (2016-19), Amazon Flex (2019), Easy Quick Shop cashier 2012-13. Education BBA in Business Management NC State University - Raleigh, NC August 2016 to 2019 General Studies Central Piedmont Community College - Charlotte, NC 2012 to 2014 Skills Coding, Customer service, Data entry, Time management, Written and verbal, Team player, Information Technology, Software

Development Links <https://www.linkedin.com/in/ahmedalnajjar> Additional Information Skills

Excellent customer service and communication. Strong written and verbal communications.

Experienced Office 365 user with other programming & coding knowledge. Data entry, analysis

and presentation. Strong attention to detail & time management Team player and leadership

capabilities. Self-motivated, critical thinker and quick self-learning capacity. Entrepreneurial

activities such as Airbnb hosting, eBay store, Uber and Amazon delivery.

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