IT Manager IT Manager IT Professional Fremont, CA IT Professional offering over 4 years of experience providing technical support utilizing an array of technology and software programs. Authorized to work in the US for any employer Work Experience IT Manager Regent5 MSP 2018 to Present Implement IT Managed Service Business Set up financial, business management, remote monitoring and documentation systems Create and maintain department budget Plan and manage project aligning business goals with technology solutions IT Project Manager California Business Technology, Inc. 2016 to 2018 Perform diagnostics and troubleshooting of client networks Develop standard operating procedures to enhance business process IT Support Specialist California Business Technology, Inc 2015 to 2016 Research, introduce and implement business management solution Create, track and maintain project plans, proposals and deliverables Develop new business agreements to introduce managed services Improved internal billing process to reduce overhead costs Intern California Business Technology, Inc 2015 to 2015 Assist office manager in maintaining a clean and safe work environment Answer phone calls from clients and create tickets Languages Maintain inventory stock levels Education Certification Ohlone College 2019 Bachelor of Science in Computer Science California State University Monterey Bay 2017 to 2018 Skills Accounts Payable (2 years), Accounts Receivable (2 years), Customer Service (6 years), Information Technology, Firewalls (3 years), Servers, Amazon Web Services, Office 365, G Suite Links http://linkedin.com/in/hudamutwakil http://hmutwakil-csumb.weebly.com Additional Information CORE COMPETENCIES System Administration Team Leadership Time Management Project Management Customer Service Accounts Receivable Vendor Relations Communication Accounts Payable Technical Support Strategic Planning Systems Integration IT Managed Services Resource Allocation Quality Assurance

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