

KFIR MUTZARY

📍 Tel Aviv, Tel Aviv District, Israel ✉ kfirmg64@gmail.com ☎ +972543016198 📱 in/kfir-mutzary-898a66199

SUMMARY

Information Systems student with hands-on IT support experience for 1,000+ users. Skilled in infrastructure support, project coordination, and multitasking in dynamic, fast-paced environments.

EXPERIENCE

IT Support Specialist

Freesbe

October 2022 – October 2023, Bnei Ayish, Israel

- Provided hands-on IT support to 1,000+ employees, resolving technical issues in high-pressure, fast-paced environments.
- Delivered training and user support on Salesforce CRM, Office 365, and ERP/BI systems, including Tafnit, Qlik Sense, and QlikView.
- Managed user lifecycle processes (onboarding/offboarding) via Active Directory; enforced access permissions and security policies, contributing to enhanced data protection.
- Participated in infrastructure and operations projects, including license renewals, automation, systems integration, and resource allocation improvements.
- Maintained server health and infrastructure performance using Cockpit 5 and remote troubleshooting tools such as DAMEWARE, proactively identifying and resolving bottlenecks.
- Collaborated with cross-functional teams to document IT procedures and support materials, ensuring knowledge transfer and continuity.

EDUCATION

Bachelor of Science in Information Systems

Minor in General • The Academic College of Tel-Aviv Yafo • Tel-Aviv Yafo • 2026

- Have completed courses in Data structures, OOP in Java, Advanced Models in Python, Introduction to Computer science in C++, Information Systems Analysis, Project Management, Accounting.

CERTIFICATIONS

Google Analytics

Google.com • 2025

- Defined custom KPIs and events; implemented custom code-based tracking in Google Tag Manager; created audience segmentation and channel analysis; and built customized reports and dashboards in Google Data Studio.

Project Management

The Academic College of Tel-Aviv Yafo • 2025

- Completed a 39-hour academic course covering the fundamentals of project planning, execution, monitoring, and stakeholder communication.

Microsoft Power BI Desktop for Business Intelligence

Udemy.com • 2025

- successfully completed the **Microsoft Power BI Desktop for Business Intelligence** course on Udemy, taught by Maven Analytics. The course provided hands-on experience in data modeling, DAX calculations, data transformation, and building interactive dashboards

SQL for Data Analysis

Udacity.com • 2023

- Gained hands-on experience with SQL queries, including joins, subqueries, and window functions.
- Applied data analysis techniques to real datasets, generating insights for business decision-making.

SKILLS

SQL(Window Function level), MySQL, Python (NumPy, Pandas, Matplotlib, SciPy, scikit-learn), C++, Java (OOP), Excel (VLOOKUP, INDEX -MATCH, Pivot table, and Charts), JSON, Power BI, STD creation, Test case design with Boundary testing edge-case testing and etc , BitLocker, DAMEWARE, Postman (API Restful), Jira, Slack, Google Workspace, Hebrew (Native), English (Fluent - C1)