FADI
ALROUSAN

2 West Trident Dr Pittsburg, CA 94565
415-694-9567
frousan@live.com
www.linkedin.com/in/fadi-alrousan

OBJECTIVE

Hardworking and motivated MBA graduate with background in IT seeking a position to use theoretical and practical knowledge.

SKILLS

- Interacting with clients in a professional and responsive manner.
- Self-motivated
- Ability to work collaboratively and independently.
- Digital Marketing

- Active Directory
- Windows XP, 7 and 10
- Windows Server 2003, 2008 and 2016
- Mac OS
- Operation Management
- Time Management
- Excellent MS Office skills

EXPERIENCE

Desktop Support | John Muir Health
WALNUT CREEK, CA [SEP 2020] – [DEC 2021]
- Windows 10 Imaging
- New Hardware Deployment
- Customer-facing delivery
- Work with customers to troubleshoot and resolve deployment and integration challenges.
- Installing WOW Computers (Workstation on Wheels)

Computer Lab Technician| Yarmouk University
IRBID, JORDAN [SEP 2008] – [JAN 2015]
- Install and configure software and hardware in the domain
- Manage network servers and network resources
- Manage user accounts using Active Directory
- Monitor performance and maintain systems according to requirements
- Perform routine preventative maintenance to avoid system outages and failures
- Ensure all software and hardware is up-to-date and install updates as required
- Provide technical support for both hardware and software issues
- Create and verify backups of data
- Train Internship students to manage Network resources, Active Directory and provide Technical Support

Computer Technician | Ministry of Education
JERASH, JORDAN [SEP 2006] – [AUG 2008]
- Set up hardware and install and configure software and drivers
- Maintain and repair computers and peripheral devices
- Perform regular upgrades
- Perform routine preventative maintenance to avoid system outages and failures
- Provide technical support and assist computer teachers in class room

EDUCATION

MBA (MIS Concentration) | Lincoln University
OAKLAND, CA 2015 – 2018

Coursework in Digital Marketing and Operations Management GPA 3.6

Bachelor's Degree in Computer Science | Jerash Private University
JERASH, JORDAN 2004 – 2007

Information Technology Diploma | Al Balqaa Applied University
AL HUSON, JORDAN 2000 – 2004

CERTIFICATIONS & COURSES
- CompTIA A+ training course, Yarmouk University 2013
- MCSA Windows 2008 training course, Yarmouk University 2011
- Effective Communication Skills, AECE - Yarmouk University in collaboration with Tornado Int. Center Mar27-Mar31 2011
- International Computer Driving License (ICDL) Mar 2009
- Project Management, BMCE - Yarmouk University in collaboration with Compiegne University (France) Feb16 - Feb8 2009