HOLADEM SILADIN

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OBJECTIVE

Motivated Computer Science senior seeking a position to apply technical skills and passion for technology, contribute to impactful projects, and grow professionally in the tech industry.

EDUCATION

Bachelor of Science: Computer Science & Cyber Security Minor, Expected in 12/2024
Old Dominion University - Norfolk, VA

SKILLS

- **Cloud Certification:** Achieved AWS Cloud Practitioner certification, demonstrating knowledge of AWS services and their use cases.
- **Technical Support:** Provided help and guidance to people and companies with their computer systems, hardware, and software.
- **Data Analysis/Science:** Conducted detailed data analysis to detect patterns, developed predictive models, and aided in strategic business decisions.
- **HTML and CSS:** Created simple web pages, structured content using HTML, and styled elements with CSS.

PROFESSIONAL EXPERIENCE

Audio and Visual Technician , 01/2023 - Current
Victory Baptist Church – Stafford, VA
- Executed precise calibration and optimization of advanced audio equipment, ensuring optimal sound reproduction during over 75 church services.
- Utilized industry-leading audio and visual processing software, Behringer X32, OBS Studio, NDI 5, and Easy Worship enhancing both auditory and visual experiences during live church services
- Enhanced audience experience by producing clear and balanced sound for live performances.

On-Demand IT Support Specialist, 01/2024 - 05/2024
TekDash – Fairfax, VA
- Enhanced network performance through proactive maintenance, updates, and upgrades.
- Proficiently installed and serviced wiring, cabling, and networking hardware, optimizing efficiency.
- Implemented fiber, ethernet, and console cabling in controlled environments for seamless connectivity.
- Strategized and executed plans for new network installations and cabling systems.

Signage Technician , 01/2022 - 06/2023
Digital Conventions – Washington, DC
- Installed and configured diverse digital signage displays, deploying 50+ systems for optimal performance
- Real-time monitoring of playback enabled schedule adjustments, leading to a 20% enhancement in content delivery through improved maintenance procedures
- Collaborated on collecting digital signage engagement metrics and analytics with the data analysis team.

Call Center Representative (Covid Relief), 06/2020 - 11/2020
Small Business Administration, SBA – Remote
- Aided over 500 small business owners and applicants with inquiries about diverse Covid-19 relief programs
- Disseminated educational materials to enhance customer understanding resulting in a 10% increase in successful applications
- Delivered accurate information to over 1,000 callers, maintaining a high level of professionalism and ensuring a positive customer service experience

CERTIFICATIONS

- **AWS Cloud Practitioner:** https://www.credly.com/badges/d19eeacc-354d-4a68-acc5-921535470f9b/public_url
- **CompTIA IT Fundamentals (FC0-U61) Cert Prep 1:** https://www.linkedin.com/learning/certificates/a21584b3efe5a90bb95c969747a6a904d08c001dab240e19e3225f5e8ad284d1?trk=backfilled_certificate
- **Technical Support Fundamentals - Google:** https://www.coursera.org/account/accomplishments/verify/2WAU2WGMJAEK