

David Awad

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WORK EXPERIENCE

Event Sound and Video

August 2023– Present

Audio Video Technician

Millis, MA

- Collaborating on AV equipment installation and maintenance.
- Supporting clients with setting up AV configurations, ensuring seamless functionality.
- Diagnosing and resolving hardware and software issues, prioritizing client satisfaction.
- Demonstrating a strong commitment to personal development and learning.

The Green Will Conservancy

2014-2018

IT Specialist

Paboa, HI

- Led troubleshooting efforts, significantly reducing technical downtime and enhancing system reliability.
- Collaborated on IT projects to upgrade systems and software, improving organizational productivity.
- Designed and delivered effective IT training to new employees, fostering a knowledgeable workforce.

EDUCATION

Southern New Hampshire University

July 2024

AS, Information Technology

Manchester, NH

Computer hardware and software troubleshooting, networking fundamentals, LAN/WAN configuration, wireless network management, operating systems (Windows, macOS, Linux), desktop support, server management, system updates and maintenance, IT protocols and best practices, software installation and configuration, cybersecurity fundamentals, data management and analysis, technical documentation, customer service, problem-solving, teamwork, communication skills, adaptability, continuous learning and professional development.

Google IT Support Certification

July 2023

<https://coursera.org/share/cd71643a2d7fd6809aa55017b63bf66b>

Troubleshooting, customer care, networking, operating systems (Windows, Linux), system administration, security, Python programming, IT automation, testing in Python, communication, collaboration, problem-solving, critical thinking, professionalism, ethics.

Google Data Analytics Professional Certificate

June 2021

<https://coursera.org/share/cd71643a2d7fd6809aa55017b63bf66b>

Data cleaning, manipulation, exploratory data analysis, descriptive statistics, hypothesis testing, regression analysis, data storytelling, SQL, R programming, RStudio, R Markdown, Tableau, data visualization principles, data ethics, privacy, cloud computing basics, big data concepts, problem-solving, critical thinking, communication, collaboration, Python programming, machine learning, Google Cloud Platform tools.

CompTia IT Fundamentals +

January 2020

<https://www.youracclaim.com/badges/1dd389bb-fcdf-44e9-894d-9bd930aecd11/>

Basic IT concepts, hardware components, software applications, operating systems, security principles, networking basics, database fundamentals, troubleshooting methodology, software development concepts, web browsing and applications, infrastructure basics, IT terminology, compatibility issues, installation and configuration of software, preventative maintenance, understanding of IT environments, basic scripting, safety and environmental issues, and understanding of best practices for IT management.