

# Hadi Alaoua

Computer Lab Volunteer at Al-Amal School

## Contact Information

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## Summary

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Enjoys taking knowledge of IT to the next level. Can disassemble, repair, and upgrade laptops and desktops, install/uninstall software and operating systems, troubleshoot and predict problems, and catch new skills very quickly. Is detail-oriented and always strive for perfection by utilizing feedback. Finally, is a valuable team member who is especially good at breaking the ice, bringing up new ideas, and following up.

## Education

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University of Minnesota – Minneapolis, MN

**Expected Graduation: December 2018**

Bachelors of Applied Science in Information Technology Infrastructure, Systems Track  
Computer Science Minor

## Certifications

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Google IT Support Professional Certificate – Coursera

**February 2018**

## Work Experience

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Computer Lab Volunteer

**October 2013 – Present**

Al-Amal School – Fridley, MN

- Updates, fixes, troubleshoots, maintains and manages 30-60 computers
- Helps students with learning material
- Maintains printers, projectors, Surface RT tablets, SmartBoards, speaker system, and more
- Provides IT support to staff and students

UNITE AV Operator

**September 2017 – May 2018**

University of Minnesota – Minneapolis, MN

- Records entire class lectures
- Controls multiple cameras, microphones, projectors, lighting
- Provides the first line of IT support if equipment goes wrong

## Languages

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English, Arabic

## IT Skills

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**Programming:** C, Python, Bash, PowerShell, Ruby, Perl, HTML, Java, R  
**Operating Systems:** Windows, Linux, macOS, Android, iOS  
**Microsoft Office:** Word, Excel, PowerPoint, Outlook  
**Databases:** MySQL, MongoDB, Neo4j  
**Remote Access:** TeamViewer, Windows Remote Desktop, SSH  
**Networking:** OSI Model, Wi-Fi, Ethernet, Routers, DNS, DHCP  
**Virtual Machines:** VirtualBox, Hyper-V, Docker  
**Other IT Concepts:** Reimaging, Troubleshooting, Automation, Scripting, Customer Service  
**Miscellaneous:** Active Directory, WSUS, Group Policy, Prometheus, GitHub

## Soft Skills

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**Character:** Energetic, Proactive, Positive, Optimistic, Detail Oriented, Perfectionist  
**Teamwork:** Leader, Ice Breaker, Communicator, Always Reliable, Problem Solving, Creative