Hadi Alaoua
Computer Lab Volunteer at Al-Amal School

Contact Information

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Summary

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

University of Minnesota – Minneapolis, MN   **Expected Graduation: December 2018**
   Bachelors of Applied Science in Information Technology Infrastructure, Systems Track
   Computer Science Minor

Certifications

Google IT Support Professional Certificate – Coursera   **February 2018**

Work Experience

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

English, Arabic

IT Skills

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, Group Policy, Prometheus, GitHub

Soft Skills

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