

Hadi Alaoua

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Summary

I really enjoy taking my knowledge of IT to the next level. I can disassemble, repair, and upgrade laptops and desktops, install/uninstall software and operating systems, troubleshoot and predict problems, and catch new skills very quickly. I am detail-oriented and always strive for perfection by being proactive and energetic. Finally, I am a valuable team member that 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 Subplan
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
- Provides IT support to staff and students
- Maintains printers, projectors, tablets, and SmartBoards

UNITE AV Operator

September 2017 – May 2018

University of Minnesota – Minneapolis, MN

- Records entire class lectures
- Controls multiple cameras, microphones, projectors, lighting
- Provides 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
Miscellaneous: Active Directory, Group Policy, Prometheus

Soft Skills

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