

# Hadi Alaoua

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**Summary:** Highly adaptable individual who is adept at repairing and upgrading computers, installing and uninstalling software, hardware, operating systems, and troubleshooting/predicting problems. Is detail-oriented and strives for perfection by being proactive and energetic.

**Education:** University of Minnesota – Twin Cities  
Information Technology Infrastructure 09/2015 – 12/2018  
  
IT Support Professional Certificate (February 2018) – Coursera (Google)

**Skills:** System administrator related skills:

- Can program in Python, HTML, C, Bash, and R.
- Can manage and organize multiple computers at once
- Experienced in Windows, macOS, mobile OSes, and Linux
- Enjoys installing, uninstalling, upgrading, fixing software and hardware
- Can learn new skills as quickly as 1 week. Also, can quickly adapt.
- Can disassemble, repair, maintain and upgrade computers
- Self-starter, self-motivated, a problem-solver, and always follows up.
- Comfortable with Microsoft Office, VirtualBox, and TeamViewer

Soft Skills:

- Detail oriented
- Strives to be perfect
- Energetic, optimistic, and positive

**Work Experience:**

Audio Visual Operator  
University of Minnesota – Twin Cities 09/2017 – Present  
<http://www.unite.umn.edu>

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

Computer Lab Volunteer  
Al-Amal School 10/2013 – Present

- Updates, fixes, maintains and manages 30-60 computers
- Helps students with learning material
- Maintains printers, projectors, tablets, and SmartBoards