

Hadi Alaoua

Computer Lab Volunteer at Al-Amal School

Contact Information

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Summary

I 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 utilizing feedback. Finally, I am 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
Bachelors of Applied Science in Information Technology Infrastructure, Systems Track
Computer Science Minor

Expected Graduation: December 2018

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