

Hadi Alaoua

Automation and Integration Specialist at Sezzle

Contact Information

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Summary

Enjoys taking knowledge of IT to the next level while providing excellent customer support. Has caught new skills very quickly. Is detail-oriented and always strives 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 Wisconsin, Stout – Online
Master of Science in Information and Communications Technologies
Expected: December 2021

University of Minnesota – Minneapolis, MN
Bachelor of Applied Science in Information Technology Infrastructure, Systems Track
Computer Science Minor
December 2018

Certifications

Certified Linux Pro – TestOut Corp
July 2020

Google IT Support Professional Certificate – Coursera
February 2018

Work Experience

Support Automation and Integration Specialist
Sezzle – Minneapolis, MN
March 2020 – Present

- Finds opportunities to automate customer support
- Assisted in transitioning to Zendesk
- Is administrator for LiveAgent and Zendesk

Customer Experience Representative
Sezzle – Minneapolis, MN
August 2018 – March 2020

- Worked with Live Agent ticketing system and answered 50,000 tickets as of February 2020
- Provided customer support via email and contact forms
- Dedicated time to understanding as much of the product as possible
- Excellent collaborator within team and between departments

Computer Lab Volunteer
Al-Amal School – Fridley, MN
October 2013 – May 2018

- Updated, fixed, troubleshooted, maintained and managed 30-60 computers
- Maintained printers, projectors, Surface RT tablets, SmartBoards, speaker system, and more
- Provided IT support to staff and students

IT Skills

Programming: C, Python, Bash, YAML, Ruby, Perl, HTML, Java, R
Operating Systems: Windows, Linux, macOS, Android, iOS
Other IT Skills: Reimaging, Troubleshooting, Automation, Scripting, Customer Service

Soft Skills

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