**Hadi Alaoua** Customer Experience Rep at Sezzle

**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 **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**

Customer Experience Representative **August 2018 – Present**

Sezzle – Minneapolis, MN

* Works with Live Agent Ticketing System
* Learnt the system quickly and answered 13000 tickets since August.
* Solves variety of tickets from PIN Resets to Card Declined to Bank Issues
* Dedicates time to understanding as much of the product as possible.
* Excellent collaborator within team and between departments

Computer Lab Volunteer **October 2013 – May 2018**

Al-Amal School – Fridley, MN

* Updates, fixes, troubleshoots, maintains and manages 30-60 computers
* 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

**IT Skills**

**Programming:** C, Python, Bash, PowerShell, Ruby, Perl, HTML, Java, R

**Operating Systems:** Windows, Linux, macOS, Android, iOS

**Remote Access:** TeamViewer, Windows Remote Desktop, SSH

**Networking:** OSI Model, Wi-Fi, Ethernet, Routers, DNS, DHCP

**Other IT Concepts:** Reimaging, Troubleshooting, Automation, Scripting, Customer Service

**Miscellaneous:** Active Directory, WSUS, Group Policy, Prometheus, GitHub

**Soft Skills**

**Character:** Energetic, Proactive, Positive, Optimistic, Detail Oriented, Perfectionist

**Teamwork:** Leader, Ice Breaker, Communicator, Always Reliable, Problem Solving, Creative