**Hadi Alaoua** Computer Lab Volunteer at Al-Amal School

**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 **Expected Graduation: 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**

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, 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