**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