**Hadi Alaoua** Automation and Integration Specialist at Sezzle

**Contact Information**

Email: [Hadi.Alaoua@hotmail.com](mailto:Hadi.Alaoua@hotmail.com)

Greater Minneapolis – St Paul LinkedIn: <https://www.linkedin.com/in/hadi-alaoua>

Minnesota, United States GitHub: <https://www.github.com/theCaravan>

Phone: +1 (651) 399-1900 Website: <https://sites.google.com/view/hadi-alaoua/>

**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 **Expected:** **December 2021**

Master of Science in Information and Communications Technologies

University of Minnesota – Minneapolis, MN **December 2018**

Bachelor of Applied Science in Information Technology Infrastructure, Systems Track

Computer Science Minor

**Certifications**

Certified Linux Pro – TestOut Corp **July 2020**

Google IT Support Professional Certificate – Coursera **February 2018**

**Work Experience**

Support Automation and Integration Specialist **March 2020 – Present**

Sezzle – Minneapolis, MN

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

Customer Experience Representative **August 2018 – March 2020**

Sezzle – Minneapolis, MN

* 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 **October 2013 – May 2018**

Al-Amal School – Fridley, MN

* 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