



# Kasey Cooper

## System Administrator

 (940) 305-4060

 kasey@radministrator.com

 Willow Park, TX

An accomplished IT professional with hands-on experience in Microsoft servers/workstation administration, managing and configuring routers and switches, hardware and software installations, migrations and upgrades, network design and technical support. Adept at moving into new environments and quickly adapting to new technologies and responsibilities with minimal direction or supervision. Team player and eager to pursue new challenges and more complex projects.

### EXPERIENCE

#### CoreFund Capital

##### System Administrator

Sept 2021 – Current Weatherford, TX

- Analyze, troubleshoot, and diagnose problems and resolve technical issues
- Work with project managers to meet specification needs
- Analyze, research and present upgrades to systems/software to improve on processes, security and cost savings
- Create documentation, including flowcharts and user guides
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution
- Ability to efficiently prioritize and manage several tasks simultaneously
- Maintain and care for equipment
- Manage Azure, Sharepoint, and O365 suite

**Programs:** JIRA • AWS • O365 • SharePoint • Azure • FactorSoft • Watchguard • Remote Utilities • PowerShell • JumpCloud • SendGrid • Acrobat • DocuSign • HubTran • RingCentral • Barracuda • Canva • WinSCP • Photoshop • Bitwarden • ZOHO

#### Molson Coors Brewing Company

##### Infrastructure Support Specialist (Contractor)

July 2020 – Sept 2021 Fort Worth, TX

- Troubleshooting thin clients, workstations, vehicle-mounted computers, peripherals, network, phones, Office products, VMware Horizon
- Logging all work in Service Now ticketing system
- Provide desk side and production support
- Imaging and configuring handgun scanners and RDTs for forklifts
- Imaging and configuring workstations
- Manage thin clients in WMS
- Acquire quotes as needed
- Data wipe management with ZeroData
- Active directory management
- Group policy management
- IP and analog phone installs
- Xerox printer support
- Deploying software through SCCM
- Creating documentation

**Programs:** ServiceNow • O365 • AutoPilot • Acronis TrueImage • DameWare • TightVNC • PowerShell

### EDUCATION

#### OSHA 10

2020

#### Texarkana College

Associate Degree of Applied Science  
Concentration: Computer Technology and Information Systems

2009-2012 Texarkana, TX

#### Redwater High School

High School Diploma

2004-2008 Redwater, TX

### HARD SKILLS

- Windows OS
- Mac OS
- Android
- iOS
- Desktop Support
- Office365/suite
- Active Directory
- Printer Admin
- Network Admin
- Windows Imaging
- Project Mgmt
- Firewalls
- Routers and APs
- Switches
- LAN and WAN hardware/software
- Virtualization
- VPN
- Windows Server 00-16
- Cloud
- Backup
- VoIP
- Conference Equipment

### SYSTEM PLATFORMS

- Watchguard
- Fortinet
- Cisco
- pfSense
- Meraki
- Ubiquity
- Netgear
- Juniper
- Hyper-V
- VirtualBox
- VMware
- OpenVPN
- Amazon AWS
- Acronis
- Veeam
- Carbonite
- OneDrive
- Grandstream
- ShoreTel
- Ringcentral
- Owl Labs
- ZeroData
- Service Now
- Azure
- Word Press
- ConnectWise

### SOFT SKILLS

- Troubleshooting
- Attention to detail
- Analytical thinker
- Problem solving
- Customer service
- Team player
- Communication
- Emotional intelligence
- Resilience
- Result Driven
- Conflict Resolution
- Planning
- Always Learning
- Initiative

## G2 Technical Services (MSP)

### Senior IT Field Engineer

Dec 2017 – Jan 2020 Dallas, TX

- Earned solid reputation for resolving complex issues and providing exceptional customer service
- Provided technical support for 100+ small businesses across the Dallas/Fort Worth area
- Installed, configured and modified hardware and software to ensure optimal performance
- Monitored, logged, and tracked all phases of help desk support using ConnectWise ticketing system
- Serviced printers, scanners, routers, modems, APs, laptops, desktops, VPN, mobile devices through AirWatch, laser CNC cutter, servers, dental equipment, time clock systems, cameras and biometric security systems
- Worked on punch-down blocks and assembled Ethernet cables
- Network troubleshooting of wired and wireless connections
- Active Directory and Group Policy management at multiple companies
- Office 365 administration and support
- Provide over the phone and remote support using ConnectWise Automate
- Updating operating systems, installing new patches and conduct system reimaging when necessary
- Perform data backups or transfers using Acronis
- Completed several server room cleanup and cable management projects

**Programs:** Cisco • pfSense • Meraki • Ubiquity • Netgear • Juniper • Hyper-V • VirtualBox • OpenVPN • Acronis TrueImage • Carbonite • O365 • Grandstream • ShoreTel • RingCentral • Owl Labs • ZeroData • ConnectWise • AirWatch • PowerShell

## Commercial National Bank

### IT Business Manager

Aug 2017 – Dec 2017 Texarkana, TX

- Oversee department budget and planning. Ordered supplies and equipment. Maintained vendor relationships and contracts
- Maintained accurate documentation including network design documents, and developed and implemented network security policies
- Assign tickets to Network Admin and IT Specialist in OTRS
- Review and approve designs or upgrade requests submitted by Network Administrator
- Attend bi-weekly Senior Management meetings
- Maintain compliance for yearly audit
- Assist customers and employees with any technical issues that cannot be solved by the Network Admin or IT Specialist
- Assist the Network Admin with responsibilities listed below if needed

### Network Administrator

Aug 2015 – Aug 2017 Texarkana, TX

- Responsible for design, upkeep and maintenance of all computer systems at Commercial National Bank
- Monitored G-Suite, daily backups, antivirus status, shared storage space and network activity, adjusting network equipment and settings as needed
- Documentation and tasks entered into OTRS ticketing system
- Directed the replacement of the AS400 system. This was a critical update for the bank because the AS400 is what controls all customer transactions. Any downtime during the migration would have resulted in customers not being able to use debit cards. I was able to get all the data replicated to the new device and the offsite backup AS400. Service was switched to the offsite AS400 temporarily while the old AS400 was powered off and the new AS400 was installed in the server rack and powered on. Production was switched back to the new AS400 and there was less than three minutes of down time
- Windows server administration and maintenance including Active Directory and Group Policy
- Planned, implemented and tested disaster recovery solutions with department manager
- Participated in FDIC audit yearly and always received high passing scores
- Trained staff on hardware and software technologies, and provided remote support to bank employees

## IT Specialist

March 2014 – August 2015 Texarkana, TX

- Complete a IS Daily Checklist of 235 detailed tasks on a strict time schedule
- AS400 operation and maintenance
- Capture, correct and process daily transactions from all sources
- Generate and distribute customer e-statements
- Provide technical support for all proprietary banking systems and remote support to bank employees
- Manage tape backups and store them in an offsite safe
- Provide technical support for customer calls, emails and secure messages related to Online Banking
- Responsible for after-hours support
- Assist in the deployment and implementation of new bank systems

**Programs:** Watchguard • Meraki • AS400 • Office Suite • Acrobat • Fiserv • Barracuda • GitHub • Veeam • OTRS • ShoreTel • PowerShell • FileZilla • DameWare

## Agricultural Services, Inc.

### Lab Technician

Feb 2013 – Mar 2014 Texarkana, TX

- Researched and purchased appropriate lab equipment
- Test water, oil and fuel samples.
- Calculate and record data into advanced Excel sheets
- Backup all internal documentation to an offsite server
- Strong problem-solving skills to determine the appropriate treatment for obtaining clean water
- Analytical report creation to prove solutions were accurate
- Maintaining functionality and calibration of all computerized lab equipment

**Programs:** Office Suite • FileZilla

## Best Buy

### Geek Squad Advanced Repair Technician

Sept 2009 – Oct 2012 Texarkana, TX

- Greet clients and perform consultations with unit drop-offs to determine level of service required
- Perform client education on aspects of technology in terms they can understand
- Installed software, modified and repaired hardware and resolved technical issues
- Identified and solved technical issues with a variety of diagnostic tools

**Programs:** GeekSquad MRI • Eurosoft PC Check

## Fun Facts

- My hobby is probably best explained as collecting hobbies. To give you an idea I crochet, leather work, draw, play piano, video games, and the list continues...
- I finally reached Master level in Audible.
- In middle school, I had a side hustle making friendship bracelets.
- One time I won a fishing knot tying competition.



**Bonnie Castillo**

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**July 10, 2023**

**To Whom It May Concern,**

**Kasey Cooper has been the System Administrator for CoreFund Capital for 2 years. Kasey has had complete autonomy for managing, improving and expanding on our current IT systems which include an array of various software and hardware. As a finance company, security is a top priority for us, and Kasey wasted no time addressing our weak spots and implementing relevant security policies and improvements. In addition, she patiently worked on desktop issues and many requests being submitted daily by other employees.**

**Kasey has a stellar work ethic and maintains the confidentiality required in our environment. She is always timely with projects, communicates very well and is a strong asset to CoreFund. She is friendly and thoughtful with other employees and management. Though I'm not keen on losing Kasey as a valued employee, but it is in her best interest to pursue opportunities as CoreFund has begun the process to sell the company. Kasey has been professional and on top of her responsibilities even as added requests and tasks are added in preparation for the sale.**

**Kasey will bring great value to her future employer. I not only recommend her professionally, but I also give a personal recommendation to her character and integrity.**

**Best Regards,**

A handwritten signature in blue ink that reads "Bonnie Castillo". The signature is fluid and cursive, with the first name being more prominent.

**Bonnie Castillo**

**President**

**CoreFund Capital, LLC**

Date: 02/02/2023

To Whom it may concern,

Kasey has supported the Fort Worth brewery (550 users) from an end user computing perspective from July 2020 until September 2021. She was a key resource in ensuring that we upgraded 150 laptops from Win7 to Win10 within an expedited period to reduce our IT risk exposure.

She is competent in incident and request management using Service Now and is excellent in developing How to Guides that allow users to help themselves with requests and problems they are experiencing thereby decreasing their reliance on IT to get their work done. She is also incredibly good at using the Office 365 environment in delivering support services and creating solutions within this environment such as data capture forms and feedback tools.

I often gave her high level requirements or a problem to solve and I sat back and watched in amazement as she went about researching the solution, developing a test or thin slice as proof of concept to gain approval and then rolling out and executing the solution to the delight of her customers.

I have always received excellent feedback from her customers on her fantastic customer service and problem-solving abilities. As a face of the IT department and in engaging with our users, she has been an impressive ambassador for us.

She is a pleasure to work with, takes instructions well and will follow-up on outstanding issues without having to be reminded. She is a go getter and is willing to learn and develop herself in areas that will add value to her customers.

As such Kasey will make a difference and be a success in any environment that she works in, and I will certainly employ her again given the opportunity

Sincerely,  
Thanesh Marimuthu  
Brewery Systems Manager  
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Thanesh.Marimuthu@molsoncoors.com