

KORIE COOPER

Chesapeake, VA

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## **PROFESSIONAL SUMMARY**

Customer focused IT professional with over five years of customer service experience and hands on technical support in fast paced environments. Skilled in troubleshooting hardware and software issues, supporting end users, documenting tickets, and escalating issues as needed. CompTIA Security Plus certified and currently pursuing a Bachelor of Science in Cybersecurity, with a strong interest in help desk and IT support roles.

## **TECHNICAL SKILLS**

End user technical support, Hardware and software troubleshooting, Ticket documentation and escalation, Windows and Linux fundamentals, Linux command line interface, User account and permission management, Access control and authentication basics, Basic networking concepts, Basic Bash scripting, Customer service and communication, Device setup and support, Printers and peripheral troubleshooting

## **CERTIFICATIONS**

CompTIA Security Plus SY0-701

CompTIA Network Plus In Progress

Microsoft Azure Fundamentals AZ-900 In Progress

## **EDUCATION**

Old Dominion University

Bachelor of Science in Cybersecurity

Expected Graduation Spring 2027

## **TECHNICAL PROJECTS**

## Linux and End User Support

Used the Linux command line to manage files, user accounts, and permissions while troubleshooting access and basic system issues.

## Basic Automation and Troubleshooting

Created simple Bash scripts to automate file tasks and validate system behavior to support efficient problem resolution.

## **PROFESSIONAL EXPERIENCE**

### **Navy MWR Recreation Assistant**

Chesapeake, Va August 2025 to Present

Supported users with computer based reservation and scheduling systems

Assisted with troubleshooting computers, printers, and network connected devices

Documented technical issues and escalated to IT staff for resolution

Provided customer support in a structured and policy driven environment

### **Harris Teeter Personal Shopper**

Chesapeake, VA August 2024 to May 2025

Used handheld devices and software systems for digital order processing

Ensured accurate data entry through barcode scanning and system validation

Assisted team members with troubleshooting basic device and software issues

Maintained accuracy while working in a fast paced environment

### **Walmart - Personal Shopper**

Chesapeake, VA September 2020 to March 2024

Used mobile devices and internal systems for inventory and order management

Assisted coworkers with troubleshooting scanners and handheld devices

Supported daily operational and technical needs while delivering customer service