Jihad Cooper

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PROFESSIONAL PROFILE

Entry-level Service Technician with experience supporting security operations in high-risk healthcare environments and a strong foundation in network-connected systems. CompTIA Security+ certified with hands-on experience responding to service tickets, documenting system changes, and supporting access-controlled environments. Highly motivated to grow within low-voltage security systems including access control, CCTV, intrusion, and fire solutions.

EDUCATION

Bachelor of Science in Computer Science- *University of Maryland Global Campus - Maryland*
Expected - May 2027
GPA: 3.4
Honors: Dean's List
Relevant Coursework: Fundamentals of Networking, Secure Systems & Security Principles, Data Structures, Logic & Algorithms

Bachelor of Computer Science- *Morehouse College - Atlanta Georgia*
July 2023
- Introduction to Programming, (Coursework completed)

ADDITIONAL EXPERIENCE

Valvoline- *Lithonia, GA*   July 2024 - November 2025
Certified Technician
- Delivered customer-facing technical services in a fast-paced environment requiring clear communication, issue diagnosis, and solution explanation.
- Diagnosed operational issues by analyzing symptoms, identifying root causes, and implementing corrective actions under time constraints.
- Followed standardized procedures and safety protocols comparable to IT change and incident management processes.

Healthcare & High-Risk Security Services- *Atlanta, GA*   February 2023 - July 2024
Help Desk Support
- Served as a first point of contact for potential em and visitors in a high-demand environment
- Triaged issues and escalated to teams when resolution was outside scope
- Logged and tracked technical issues through a ticketing system, ensuring accurate documentation and timely resolution.

CERTIFICATIONS

- CompTIA Security + (SY0-701), 2025

PROJECTS

Project Creator - *Active Directory Home Lab*
December 2025
- Built and managed a Windows Server Active Directory domain in a virtualized home lab environment
- Created and managed user accounts, groups, and organizational units (OUs)
- Connected Windows client machines to domain and verified authentication
- Applied basic Group Policy Objects (GPOs) for password policies and user settings
- Practiced user onboarding and basic account troubleshooting

Project Creator - *Logistics Calculation Application (Java)*
October 2025
- Gathered functional requirements and translated them into application logic
- Implemented input validation to prevent incorrect or unsafe data processing
- Designed modular components aligned with secure coding principles

RELEVANT ACTIVITIES

Computer Science Club Member - University of Maryland Global Campus
March 2025 - Present
- Conducted workshops on cybersecurity, data privacy, and scripting.
- Collaborated with a team to simulate cybersecurity defense strategies during hackathons.

TECHNICAL SKILLS

Networking: TCP/IP, OSI Model, basic routing & switching concepts
Security: Security+, authentication & authorization concepts, access control, secure coding principles
Languages: **Java**, **C++**
Tools & Technologies: Git, GitHub, Linux, Windows, React
Core Competencies: Troubleshooting, requirements gathering, customer communication, documentation

SOFT SKILLS

- Strong analytical reasoning and attention to detail
- Clear written and verbal communication
- Effective time management and prioritization

ADDITIONAL INFORMATION

- Clearance-ready for roles requiring discretion and integrity
- Comfortable working with confidential or sensitive data