

# Jihad Cooper

---

+1 (973) 640-3028 • Atlanta Metropolitan Area,  
GA • jihadcooper@outlook.com • <https://www.linkedin.com/in/jihad-cooper>

## 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*

July 2024

### Help Desk Support

- Served as a first point of contact for potential em and visitors in a high-demand environment
- Triage 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