

Henry Cooper

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Personal Profile

I am an outdoorsy BIT graduate from Otago polytechnic based in Dunedin.

Core Skill

- **Python & Linux development**
I have experience working with Python alongside Linux to develop and deploy cloud-based solutions in the AI space.
- **Windows administration**
I have experience working with **Active Directory, Microsoft 365, Intune, Entra, Jamf (Mac), Azure & PowerShell** from my time at the University of Otago, Ricoh and my studies.
- **Linux administration.**
I held a system administration role at Otago Polytechnic. In that role, I managed a number of cloud-based servers that were vital to the Polytech Business School.
- **JavaScript & Web Development**
I have experience using **NodeJS** and the **React Api** as well as HTML/CSS and PHP.
- **Networking**
During my studies, Cisco based networking was a key focus of mine. These skills proved to be vital during my time as an install tech at Ricoh.
- **Hardware Diagnostics**
I built, sold and fixed a number of computers as a source of secondary income.
- **Customer Service**
I have 8 years of customer service experience from numerous roles going back to 2013.
- **Leadership and Team Development**
Demonstrated ability to mentor interns by providing technical training, guidance, and support to foster their professional development.
- **Automation & Scripting**
Skilled in scripting with PowerShell and Python, automating complex processes, and reducing manual workloads.

Experience

- **University of Otago – Senior Technician Desktop Support (Digital Workspaces)**
 - Led the deployment of Windows and Mac laptops, ensuring smooth rollouts across university departments.
 - Automated deployment workflows using PowerShell, significantly improving efficiency, reducing manual intervention, and enhancing overall reliability.
 - Ensured timely delivery of IT solutions while prioritizing user satisfaction by addressing individual needs, providing follow-up support, and maintaining clear communication.
 - Collaborated with IT teams and departments to coordinate deployment activities, streamline processes, and resolve interdepartmental challenges to ensure efficient execution.
 - Provided mentorship to interns, fostering their technical skills, guiding them through hands-on IT projects, and supporting their professional growth with constructive feedback.
 - Maintained detailed stock tracking within the key server, enabling efficient inventory management and quick access to IT resources.
 - Executed logistics strategies, ensuring efficient handling and timely distribution of deployment resources, including managing and physically moving heavy equipment to various locations as needed.
 - My role required the use of tools including Jamf, Intune, Intra, PowerShell, Jira, Cyclone Ticketing, Screen Connect for remote support, Excel for daily logistics tracking, our key server for inventory management, and several internal applications.
 - Provided advanced support for complex applications such as Finance One and Minisis, troubleshooting unique issues and ensuring minimal disruption to users.
- **Freelance IT & Development**
 - I have been involved in and have facilitated numerous projects for clients, with a primary focus on Linux and Python-based bot development. These projects primarily involved integrating AI into existing platforms, such as Discord and Instagram. Specifically, I have worked on **Stable Diffusion** and **ChatGPT** integration.
 - Experience tutoring/teaching fundamental computer science and IT concepts in a one-on-one environment.
 - Experience in consumer level Windows, Linux, application & network troubleshooting.
 - I facilitated the deployment and configuration of networking and surveillance equipment in a small business.

- **Ricoh New Zealand – Installation Technician**

- I worked at Ricoh as an installation technician from 2021 to 2022 where my main role was facilitating the deployment of printers and AV equipment throughout the SDHB, however I also found myself working in a per-deployment role which included tasks such as machine assembly and stock prep.
- As an installation technician, I traveled across Otago to deliver and install printers and AV equipment, ensuring seamless integration at client sites. I contributed to logistics operations, managed stock deliveries, provided technical support, and maintained clear communication with clients to address their needs and ensure satisfaction.

- **Bachelor of Information Technology**

- I maintained several cloud VMs. Notable services that I ran include **Docker, Nagios, MySQL, Apache, Puppet** among others.
- I was a member of a DevOps team during my final year of study where I set up and managed Nagios on polytechnic cloud servers as well as helping students navigate and use services like **GIT**.
- I was involved in many projects consisting of a broad range of topics including robotics, machine learning, IoT, Database creation and management, and penetration testing among others.

- **First Security**

- I worked at First Security Dunedin as a part time static and patrol guard from February - November 2020, while studying. I found engaging with the public during this time very enjoyable. I was provided training on de-escalation and dealing with objection.

- **Other Work**

Pitstop South Dunedin – Workshop hand | 2015

Custom performance and Restoration – Fabricator and Welder | 2014-2015

Dataannotation.tech – Labeling and categorizing data, analyze AI responses, correcting and comparing outputs.

Qualifications

- Bachelor of Information Technology (BIT) - Otago Polytechnic
- Certificate in Automotive Engineering (Level 3) - Otago Polytechnic
- National Certificate of Educational Achievement (Level 2) – Wakatipu High School

Hobbies

- Reverse Engineering – I enjoy reversing Crackmes with tools like Ghidra
- Rock Climbing - I am a member of the resistance (Formerly room 14) bouldering gym in Dunedin.
- Outdoors – I spend time away from the city with friends and family as often as possible.