**CHRIS J. COOPER**

**E.D.P. Technical Specialist**

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SUMMARY

Highly motivated and energetic individual with over five years experience in a customer facing technical support roles. During my time in the I.T. industry I have continuously developed both my technical understanding and professional skills in order to realise and support customer solutions.

SKILLS

Environmental Tools VMware ESX 5.5, Cloudstack 4.11, SilverPeak (bespoke SD-WAN), L.A.M.P./L.E.M.P. stacks, MTA solutions (Postfix/Dovecot/Exim), Siebel CRM, LiveChat.

Languages Bash, Python 2.7, MySQL, HTTP, including light experience with PHP.

Operating Systems Heavily UNIX based (Arch, Debian/Ubuntu, CentOS 6 etc), Windows 2012/2016/10, JunOS, Cisco IOS (light usage).

Other DELL hardware diagnosis certification, I.T.I.L. core certification, SilverPeak SD-WAN certification.

WORK EXPERIENCE

**E.D.P. Technical Specialist**

GTT Communications Ltd (formerly Interoute Communications) – Nottingham, U.K.

September 2016 – Present

* Technical support role for a shared resource cloud datacenter platform (VDC) and bespoke SD-WAN optimisation product (SilverPeak/Edge).
* Day to day tasks involve diagnosis and resolution of networking issues, resolving virtualised machine issues (host level, not OS, although some OS level systems supported), and handling both internal and external comms and requests.
* Global customer base - due consideration taken as such in comms and operations. Whilst the role is predominantly technical-based, customer relation skills are also of the utmost importance, and have been honed accordingly.
* Networking experience with JunOS and CiscoIOS devices and business owned MPLS backbone infrastructure, including exposure to VRF, vLAN, virtual switching, and routing protocols like eBGP/iBGP.

**2nd Line Support**

GoDaddy U.K. (formerly Heart Internet Ltd)– Nottingham, U.K.

May 2014 – September 2016

* First IT job - entered as a support technician for a web hosting company, and attained second line support role after 18 months.
* Developed customer facing support role and core IT skills used in my current role at GTT. Managed a small team of my own during my time as a senior first line member, and again as a second line support member.
* Heavy use and understanding of DNS, web hosting, email hosting, OSI layer system, and Linux. Light exposure to KVM virtualisation.
* Dedicated and virtual private server OS level support provided. I left this role to pursue specialisation in networking and virtualised computing.

EDUCATION

2007 – 2011 Nottingham Trent University, Nottinghamshire, U.K.

**Business Management & Information Systems (2:2)**

Modules included: Retail Auditing, Website Building, Marketing and Operations, Operations Management, Quantitative Statistics Analysis, Accounting and Finance, and a 15,000 word dissertation on the distribution of music as a consumable media in the digital age.

ADDITIONAL SKILLS

* Fire marshal and first aid trained.
* Full (clean) UK drivers license.
* Speak passable German.

EXTRA-CURRICULAR

Heavy interest in guitars, old video games, and pizza. Spend the rest of my spare time reading or persuing active hobbies like bouldering, running, cycling etc.

**References available upon request**