JOHN KOPERSKI  
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**Highlights of Qualifications**

* Extensive experience in computer customer support including ticketing systems and related support tools
* Experience in QA testing and Software Management
* Effective communicator with strong grasp of the English language, both spoken and written
* Competent and skilled individual with excellent interpersonal skills
* Experience in specifying and assembling X86/X64 computers
* Experience in training others in a variety of tasks
* Experience in writing documentation
* Experience in computer sales
* Experience diagnosing computer software, hardware and networking issues
* Long term familiarity with internet and digital communications technology
* Extensive experience with PC hardware

**Related Work Experience**

***Customer Service***

* Experienced in specifying and selling IBM compatible computer hardware
* Supported remote printing software in home, business center, Enterprise and University environments
* Experience with print management software from multiple vendors
* Provided training in installation and use of remote printing software
* Created and documented assembly process and trained staff to assemble printing appliances
* Provided troubleshooting for remote print hardware and software
* Supported Windows from version 3.1 to Server 2012R2 and Linux
* Supported mobile apps on IOS, Android and Blackberry OS.

**Software Management**

* Configured software to create installable CD and downloadable packages
* Maintained and organized software library and software licenses
* Maintained archive of daily software builds and related package components
* Configured software installs (CD’s and downloads) with Flexera Installshield
* Prepared bug fix patches using diff files for software.
* Created and managed batch files and scripts
* Performed QA testing on a variety of multiplatform imaging products
* Tested software on Windows Sun Solaris, HP Apollo, IBM AIX, RedHat Linux

***Hardware***

* Supported windows networks
* Extensive experience with printers including HP, Samsung and Brother
* Specified components for IBM compatible servers, assembly and testing
* Diagnosed hardware issues
* Assembled IBM compatible computers to customer specifications
* Frequent trips to computer shows in Toronto and Las Vegas – kept up to date on changes in the industry
* Operated a computer bulletin board and assisted others in configuring and operating bulletin boards

**Work History**

***Customer Support*** *– PrinterOn Corporation - Kitchener*, Ontario 2005 –2015

**Software Configuration Management** – Spicer Corporation – Kitchener, Ontario 1999 – 2005

***Quality Assurance -*** Spicer Corporation 1998 –1999

***Computer Room Manager*** *- KW Surplus - Stratford, ON*  1996 –1998

***Owner*** *-- JHK Associates -Stratford, ON* 1990 –1996

**Education**

Conestoga College – Network Administration Systems Engineer program Graduated 2017

Training for following certifications:

* IT Customer Service and Communication
* Cisco Certified Network Associate (CCNA)
* RedHat Certified Systems Administrator (RHCSA)
* VMWare Certified Professional (VCP)
* CompTIA Mobility +
* CompTIA A+ Hardware
* Microsoft Certified Solutions Associate (MCSA) Server 2012R2
* Microsoft Certified Solutions Associate (MCSA) Windows 8
* Microsoft Exchange Server
* Microsoft SQL server

University of Waterloo - Honours B.A. in English Graduated 1986

* Language and Professional Writing option
* Courses in Cobol, PLC programming, experience with CMS, VMS and Unix