Mark Cooper
Senior IT Specialist, System Analyst 2, System Administrator, Mac Specialist, Senior Mobility Specialist, MDM - Mobile Device Management (Intune, AirWatch, MobileIron), Desktop Support Engineer, Executive Level / White Glove IT Support, Mac+ At-Home Advisor / iOS Support, Migration Specialist, IAM (Identity Access Management) Admin, Senior Technical Support, Quality Assurance (QA) Tester.
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Senior IT Specialist / Engineer with a Bachelor of Science degree in Computer Information Systems (CIS). In-depth technical expertise and business experience at computer firms (Apple,Microsoft, Compaq, Unisys). 5 years of providing Executive Level / White Glove IT Support. 10 years' experience working at home (WAH) 100% of the time. Working expertise as a Tier 3 Desktop Support Engineer, Application Engineer, Systems Analyst 2, Mac Specialist, Senior Mobility Specialist, MDM - Mobile Device Management (Intune, Airwatch, MobileIron), BYOD Champion, Courion IAM (Identity Access Management) Admin, Programmer, IT Trainer, Encryption Trainer - Credant and Bitlocker Champion, Knowledge Champion, Google Workspace / Google Apps for Work / G Suite Administrator, Technical Support Lead / Trainer, IT Support Analyst L3, Quality Assurance (QA) Tester and VoIP (Voice Over IP) / Cisco IP Phone Administrator. Abilities include finishing assigned tasks with minimal supervision and using problem solving skill solving and people skills to satisfy clients. Ability to manage priorities and tasks as needed in a fast-paced work environment. Superior interpersonal, strong organizational, detail-oriented, analytical, instructional, and troubleshooting skills. Exceptional verbal and written communication and collaboration skills to effectively communicate with multiple teams.

Work Experience

Senior IT Specialist (Contractor)
AAA MOBILITY SOLUTIONS - Houston, TX - July 2014 to present
• Setup a 3rd professional WAH (Work at Home / telework) office with 4 computers (3 macOS – Apple / MacBook Pro computers and 1 Windows 10 professional business laptop PC) in Houston, Texas, with AT&T Fiber internet service in an extremely quiet working environment.
• February 2020 to present – Troubleshoot MacBook issues using known fixes - Reset SMC (System Management Controller) to troubleshoot power, sound, and USB issues.
• Reset NVRAM (Nonvolatile Random-access memory) aka PRAM (Parameter RAM) to fix
kernel panic issues.
  • Diagnosed iOS issues on iPhones and iPads / iPad Pros.
  • Updated firmware on AirPod Pros to resolve known static / noise issues.
  • WatchOS updates performed on Apple Watches.
• February 2020 - Contract work for Robert Half - Completed MacOS update to MacOS Catalina. Updated Office 365 & Adobe Acrobat Pro (EOL) to new Acrobat Pro DC. Tested hard drives with First Aid. Diagnosed software install issues by using log files in Console. Verified standard Mac configurations with Mactracker app.
• November 2019 to December 2019 - Provided IT services to Jefferies in downtown Houston - multiple desktop computer setups for office move.
• UpWork Senior IT Consultant - Provided Mobile Device Management (MDM) support for large enterprise architecture issues related to MobileIron MDM and deployment of apps. Professional Quality Assurance and testing services such as Giraffic speed tests.
• FieldNation Service Provider Company / Senior IT Consultant - https://app.fieldnation.com/ AAAMobilitySolutions
• December 2014 - I completed a professional MDM (Mobile Device Management) accreditation for MobileIron MDM architecture online course: Design and Deployment Specialist Fundamentals Accreditation. This curriculum provides technical fundamentals training and working knowledge on the installation, configuration, implementation, and administration of a MobileIron system.

Desktop Support Engineer
TECHNIP ENERGIES - Houston, TX - November 2023 - April 2024
* Handle Incidents and Service Requests and near desk support;
* Provided Executive Level / White Glove IT Support
* Provide services to End Users that include the following:
* End User Devices including workstations, desktop PCs, laptop/notebook PCs, tablet PCs,
* Collaboration and Communication services and devices including smart phones, desktop phones, mobility devices, streaming media systems (video conferencing) and other End User computing Hardware devices and associated system Software;
* Network-attached devices (e.g. printers, scanners, copiers, multi-functional devices (e.g. printer/scanner/fax);
* Locally-attached devices (e.g. personal printers, projectors);
* Daily healthchecks to End User Devices and Network attached devices as required
* Meeting room support as required.
* Provide effective Deskside Support Services in accordance with the appropriate Performance Standards;
* Windows Desktop support - Windows 7-10, Microsoft Active Directory, utilization of GPOs, MS Office 365, PC hardware installation and troubleshooting, Enterprise anti-virus solutions, Helpdesk ticketing systems (e.g. ServiceNow).
* Mobile device management including IOS and Android devices, Enterprise encryption solutions, Windows PC/laptop management via Active Directory.
* Use proven analytical, troubleshooting, and problem-solving skills to resolve hardware and software issues.
* Multi-tasking and effectively determining priorities and meet SLA's.
* Provided excellent communication, rapport building and internal customer service skills.

Desktop Support Engineer
COGNIZANT - Katy, TX - May 2023 - June 2023
- Diagnose and troubleshoot technical issues like computer issues , printer support including account setup
- Performs basic problem solving and assistance on various software applications and hardware systems
- Provide technical support to Mobility devices and tablets
- Provide IMAC support (install, move, add, and change)
- Install and configure hardware and software
- Address user tickets regarding hardware, software and networking
- Maintain and resolve issues on LAN/WAN, VoIP telephone, biometric, AV systems connections.
- Handling the inventory and preparation of new and/or old equipment
- Knowledge of Microsoft software products required, MS Office Suite, Windows operating systems and NT.
- Knowledge of PC components and their respective interface requirements.
- Knowledge of Microsoft software products required, MS Office Suite, Windows operating systems
- Skills: VDI - VMware ThinApp, Desktop Support - Remote, Desktop Management-Data Backup
- Support Remote Capture and Control Tool
- Support Patch and Upgrade Tool
- Support Image Packaging Tool
- Virtual Desktop Remote Capture Tool
- Virtual Desktop Patch and Upgrade Tool
- Support Software Distribution Tool Systems
- Ensure Normal Operations of Devices
- Device configuration
- Support Remote Capture and Control Tool
- Support Patch and Upgrade Tool
- Support Image Packaging Tool
- Virtual Desktop Remote Capture Tool
- Virtual Desktop Patch and Upgrade Tool

- Support Software Distribution Tool Systems
- Ensure Normal Operations of Devices
- Device configuration
- Device Support
- Conventional Device Reimaging
- Device Encryption Support
- Conventional Device Data Management Backup and Restore
- Peripheral Support
- Image Engineering
- Image Validation
- Patching Upgrades and Software Management

VALIC Helpdesk Analyst (Executive Level / White Glove Support)
AIG / Corebridge Financial - Houston, TX – April 2022 to December 2022
• Assisted Top 50 Advisors – President's Cabinet - also provided Red Carpet service to highest priority callers - VPs etc.
* Provided Executive Level / White Glove IT Support
• Setup a 4th professional WAH (Work at Home/ telework) office in Houston, Texas, with AT&T Fiber internet service in an extremely quiet working environment.
• Used Microsoft Teams to communicate with our Helpdesk team and our Team Leads and Manager to gain quick insight on new issues and also to ask for assistance with difficult issues. • Provide technical and network problem resolution to remote end-users by guiding users through step-by-step solutions.
• Primary support via Phone (Avaya Equinox, Genesys), email or chat – used Bomgar for remote support help working 100% from a professional home office.
• Provide support for company issued iPhones with AirWatch. Access to OneNote Knowledge base articles and working towards a First Call Resolution rate of 85%.
• Microsoft Teams Support and Mobile device technology (AirWatch or Intune).
• Resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting email issues.
• Perform initial 1 on 1 setup and quick training with new Advisors to gain access to new laptop PC and new iPhone - Windows 10 login, GlobalProtect VPN logon, Okta login, Outlook and configured ini files for customized software download setup. Provided new iPhone passcode and Apple ID information.
• Utilized SONIC ServiceNOW ticketing system to escalate issues to other teams.
• Microsoft Intune MDM - Intune migration expert – Assisted our Helpdesk team to migrate 1300 iPhone 11 & 12 and iPhone 8 and iPad Pro devices from AirWatch to Microsoft Intune within a 2-month period.
• Intune / Azure Endpoint portal – reset iOS devices - iPhone / iPad passcode and sync devices.
• Performed iPhone and iPad Pro setup on Intune Comp Portal -> Defender (VPN Tunnel), Authenticator, Okta Verify, Outlook, Edge, Teams, Lookout Work, Salesforce, OneDrive.
• Intune – reporting Microsoft Edge browser issues to Microsoft after Intune migration.
• Diagnosed AirWatch Tunnel issues – performed migration of iOS devices from AirWatch to Intune – removal of devices from AirWatch portal.
• Microsoft Authenticator - reset MFA (Multi-Factor Authenticator) using Microsoft admin portal • Okta Verify - reset Okta MFA using Okta admin portal.
• Apple mobile iOS devices troubleshooting – iPhone and iPad Pro - network access issues, iPhone hotspot connectivity troubleshooting and Salesforce, Concur app setup and troubleshooting on iPad.
• Assisted with Apple ID account issues –Account Recovery process.
• Used Active Directory portal to verify group access and to diagnose AD Windows login issues.
• Used admin portals to check account status to assist with website login issues – Single Sign-On (SSO) authentication issues
• Provided Office 365 expert assistance to install security updates and helped with Microsoft Office suite.
• Used Portal Manager (LANDesk) to apply software updates - Office 365 security patches and provide

installation of local networked office printers using PRV privileged account.
• Outlook troubleshooting for email connectivity issues and Calendar issues. •
Troubleshoot Microsoft Teams meeting issues – video, sound, and chat.
• Encrypted email access issues escalation to Proofpoint team.
• Dell Latitude laptop / tablet PC software – MS Office 365, Teams, Chrome website troubleshooting,
Acrobat Reader PDF opening issues, OneDrive sync issues.
• Dell Latitude laptop / tablet PC hardware diagnostic – light codes, sounds – escalation to Dell to
replace warrantied parts.
• Provided PC crash troubleshooting using light codes – also used BSOD STOP codes and Event
Viewer crash logs.
• Collecting software logs for escalation to other teams - Tanium, McAfee DLP, Crowdstrike - PC
slowdown issues.
• Resolved GlobalProtect VPN remote connectivity issues to Dell laptop PC. •
Assisted with Bitlocker Recovery after motherboard changes.
• Diagnosed Mobilenet wireless access point connectivity issues at remote offices.
• High demand for installation of personal and company issued printers – used remote access and Admin
access to troubleshoot print driver issues - deleted all drivers from all Windows repositories using
advanced printui command and Print Management.

Customer Care Specialist
AVIDXCHANGE - Houston, TX - November 2018 to April 2019
• Troubleshot and tested customer issues with proprietary website and software over the phone, email
and through remote assistance software.
• Diagnosed issues related to XML and/or SQL with a clear understanding of basic database
relationships.
• Assisted in troubleshooting issues related to AvidXchange software within mixed environments •
Troubleshot Windows domain environments and software applications.
• Troubleshot proprietary software and software as a service preferred (SAAS).
• Worked with Salesforce case management system, keeping track of support tickets and
following through to resolution completion.
• Monitored and helped other technicians with support tickets.

Senior Technical Specialist (Contractor)
VANTIV / WORLDPAY - Houston, TX - June 2018 to August 2018
• Tier 3 migration support for Windows 7 upgrade to Windows 10 project.
• Provided support for thin clients, and virtual desktop (VDI) environment.
• Researched, diagnosed and resolved technical hardware and software issues in accordance with
established service level agreements.
• Tracked and routed problems and requests and documented resolutions.
• Utilized ServiceNow ticketing system to update reported issues and submitted KnowledgeBase articles.
• Provided user support and customer service on company supported computer hardware and software
applications.
• Troubleshot, tracked and routed problems and advised on the appropriate action.
• Installed and performed repairs to hardware, software, and peripheral equipment.
• Provided training to users in the use of hardware and software we supported.
• Set up equipment for users, performing or ensuring proper installation of cable, operating
systems, and appropriate software.
• Responded to all incoming requests for technical assistance via phone, electronic
communication, or in person.
• Acted as an information source to answer user's technical questions, following up and giving
instructions as needed.
• Complied with all organizational policies and procedures.
• Communicated with all levels of management across lines of business.

Mac+ At-Home Advisor / iOS Support
APPLE / TELEPERFORMANCE - Houston, TX - September 2017 to May 2018
• Setup a 2nd professional WAH (Work at Home / telework) office with macOS – Apple / iMac computer system with AT&T Fiber internet service in an extremely quiet working environment.
• Achieved Mac+ Advisor training to support Mac computers.
• Achieved an Apple iOS Certification to effectively use the Apple admin tools to resolve complicated iOS system issues.
• Remotely troubleshot using SafeView and Bomgar tools to diagnose Apple iOS and MacOS equipment, such as iPhones, iPad / iPad Pro tablets, Macbooks / Mac desktop computers.
• Logged incoming calls using iLog CRM tool and attached KnowledgeBase to research reference articles for possible fixes, and educated clients by emailing related articles.
• Utilized Mail Connection Doctor to troubleshoot email issues and also check internet connection status.
• Reinstalled macOS on failed Macs using macOS Recovery.
• Used macOS Utilities to resolve issues - Terminal - reset account login password using UNIX and also to edit/reset hosts file.
• Reset SMC (System Management Controller) to troubleshoot power, sound, and USB issues
• Reset NVRAM (Nonvolatile Random-access memory) aka PRAM (Parameter RAM) to fix kernel panic issues.
• Troubleshot backup issues with Time Machine Backup.
• Moved content from old Mac computer to new Mac computer using Migration Assistant. • Ran network troubleshooting tools from Network Utility suite - Ping, Traceroute, Netstat, Lookup, Whois, Finger, Port Scan.
• Troubleshot MacBook laptop battery issues to determine battery cycle count.
• Printer/scanner troubleshooting by resetting printing system and secure AirPrint setup.
• Troubleshot Bluetooth and wifi issues and features such as Continuity / Handoff.
• Collected iPhone / iPad logs from iLog using AST2 (Apple Service Toolkit 2) tool, and used iCloud Support App (ICST) to verify security for iCloud accounts.
• Verified Apple ID account security for 2-factor authentication and 2-step verification related to iCloud Keychain and Activation Lock issues.

Tier 3 Desktop Support Engineer (Contractor)
INTERNATIONAL MONETARY FUND - Washington, DC - February 2016 to October 2016
• Provided advanced Tier 3 support for Office 2016 upgrade from Office 2007 and 2013.
• Diagnosed daily Office 2016 migration report to troubleshoot task sequence failures at specific steps.
• Provided vulnerability remediation - updated Microsoft Patch Security issues during Office migration.
• Performed root cause analysis (RCA) to solve complicated installation issues, while collaborating with the Configuration Management, Bit9 / SEP and QA teams in a lab environment.
• Resolved software installation issues using Software Center / SCCM client.
• Managed tickets using SNOW ServiceNow while following ITIL procedures to create known problem incidents for major issues with multiple clients.
• Connected to worldwide client's computers using LogMeIn Pro, Ignition and Rescue to troubleshoot and resolve computer issues.
• Applied registry fixes to computers to resolve software installation and corruption issues.
• Diagnosed AD issues by verifying group memberships in AD for client and computers.

Tier 2 Customer Support / WAH (Work at Home) Independent Agent

STUBHUB / WORKING SOLUTIONS - Arlington, VA - September 2015 to February 2016

• Setup a 1st professional WAH (Work at Home / telework) office with dedicated business landline phone service and business class internet service from Comcast/Xfinity in an extremely quiet working environment.
• Provided Tier 2 support for callers including technical support for mobile app / website issues on mobile devices such as iPhone and Android smartphones and iPad and Android tablets, and advanced support for ticketing barcode issues in a high call volume environment.
• Utilized Citrix ICA with Watchguard VPN and RSA SecureID Token to connect to remote workstation.
• Customer service to provide status for ticket orders, call escalation / transfers to other departments and supervisors, and providing detailed documentation using Siebel (CRM) Customer Relationship Management.

Customer Engineer, Deskside Support (Contractor)
UNISYS - Washington, DC - December 2014 to September 2015
• Provided deskside IT support services in a Microsoft Windows 7/8, Lenovo/HP/Dell/LAN environment at AARP and Fannie Mae. Duties include IMAC, software support, Symantec PGP Encryption, Cisco AnyConnect, Microsoft Office suite, printer support and asset management using MyServicesNow, Remedy ticketing system and Lotus Notes / Lotus Domino.
• Reset AD account passwords using ADex web tools.

Mobile Systems Technician (Senior Specialist)
ICF INTERNATIONAL - Fairfax, VA - September 2014 to September 2014
• Championed the company's BYOD policy and managed the BYOD process.
 • Administered MobileIron MDM device management tool to provision mobile devices for security policies, including iOS security device hardening.
• Troubleshot, maintained, and monitored all cellular assets for the company, including Blackberrys, iPhones, iPads, Android and Windows smartphones and tablets.
• Provided guidance to less-experienced technicians, and technical support and training to end-users.
• Installed, implemented, and upgraded any internal cellular device management systems.
• Identified opportunities for cost savings through the evaluation and continued monitoring of under-utilized assets.
• Prepared recommendations for technology upgrade cycles, and maintained current knowledge of relevant technology as assigned.
• Maintained a tracking system for usage evaluation, and inventoried all equipment, hardware, software and supplies.
• Supported audio-visual (A/V) devices and maintained inventory of equipment.

IT Support Analyst L3, Mobile MDM Specialist
SCHLUMBERGER / WESTERNGECO - Rosharon, TX - February 2010 to June 2014
• Expertise supporting VIP users to quickly diagnose computer issues and minimize downtime /lost productivity.
* Provided Executive Level / White Glove IT Support
• Performed setup of mobile devices using MobileIron MDM (Mobile Device Management) for BYOD devices on Windows 8.1 Tablets, iPad, iPhone and Android smartphone devices.
• Provided professional application and script development to automate IT processes.
• Trained the IT Team as Bitlocker Champion on Encryption process and updated KnowledgeBase documentation.
• Performed professional UseIT training classes for Outlook 2010 and Lync 2010 software for internal clients.
• Supported Global ServiceDesk and onsite IT technicians as the Knowledge Champion for

InTouchSupport.
• Provided alpha and beta testing of Windows 8 Alpha, Office 2013 and Lync 2013 with bug
feedback to the Engineering team.
• Setup of Palo Alto firewall to route internet traffic.
• Initial configuration of Radley Intermec barcode scanners and printers.
• Used Microsoft SysInternals to identify and remove malware and diagnose application
crashes.
• Fixed software and hardware issues with 32 and 64 bit PCs using SCCM and Radia to
diagnose software issues in Microsoft Office 2013 / 2010 / 2007, and perform Win 7 OS
reimages using MDT / Ghost for Windows PCs.
• Resolved remote support issues with fixes for remote Juniper SecureGateway web access. •
Created tickets in BMC Remedy 7 ticketing system to track users' issues and meet monthly ticket
quotas.
• Configured network printers, wireless laptop PCs, Credant Desktop Encryption, and
Connected Backup.
• Ordered Dell parts with Dell DOSD certification for failed Dell laptop and desktop computers.
• Provided vulnerability remediation - updated Microsoft Patch Security, Forefront EndPoint and McAfee
VirusScan / ePO to prevent viral infections.
• Supported audio-visual (A/V) devices for conference rooms and town hall meetings with remote
users.

Systems Analyst 2, Technical Support Lead / Trainer
SCHLUMBERGER SERVICE DESK / ATOS ORIGIN - Houston, TX - July 2005 to January 2010
• Trained technicians as the Mobile Services Expert / Trainer for Windows Mobile, BlackBerry, PDAs,
and smartphones with NotifyLink service.
• Trained and assisted coworkers as Technical Support Lead on complex PC issues in a high paced
call center.
• Responsibility as the WesternGeco Subject Matter Champ to verify updating of all
WesternGeco information.
• Administered VoIP (Voice over IP) / Cisco IP phones via admin webpage with phone line and network
troubleshooting.
• Provided support for Windows Vista, XP and 2000 operating systems and for email clients including
Eudora, Outlook 2007 (Exchange), 2003 and 2000, email server migrations, webmail and Entrust
encrypted email.
• Created tickets in Remedy 7 and GTS ticketing system and USD web ticket system to track users'
calls.
• Responsible for updating knowledge base information with new fixes and updated additional
information.
• Met and exceeded monthly goals set forth by our Service Level Agreement.

Technical Support Analyst, Courion Admin
BP NORTH AMERICA HELPDESK / GETRONICS - Houston, TX - November 2004 to June 2005
• Remotely troubleshot network WAN / LAN, Outlook 2003 ActiveSync email configuration and Exchange
servers, printers, wireless and modem and router issues using cable, broadband and DSL connections
and VPN gateways.
• Used Active Directory, IBM Tivoli Identity Manager, EnRole and Courion to verify NT accounts and
security.

PC Migration Technician
PCHS / PC HELP SERVICES - Houston, TX - October 2004 to November 2004
• Migration of BP chemical plant PCs from Windows 2000 to XP Professional in a high-paced
environment.

Owner, Computer Consultant
AAAComputers4CHRIST SOLUTIONS dba COMPUTERS ETC - Houston, TX - September 1999 to September 2004
• Consulted with clients on computer hardware and software installations and trained computer novices.

Quality Assurance Tester, Printers
COMPAQ COMPUTER CORPORATION - Houston, TX - March 2001 to November 2001 •
Performed rigorous testing of Compaq printer bundled software and hardware on beta Microsoft OS.
• Responsible for logging defects and verifying fixes, and updating systems with Compaq CD releases.

PC Desktop Technician
MEMORIAL HERMANN HEALTHCARE SYSTEM - Houston, TX - November 2000 to January 2001
• Installed new/upgraded desktop computers in Windows NT OS, and fixed PC issues.

Application Engineer, Siemens Team
INTERVOICE, INC - Dallas, TX - March 1997 to August 1999
• Programmed Interactive Voice Response (IVR) systems in Win NT for clients using Smalltalk GUI interface.
• Performed Full Development Life Cycle / Test from system analysis /design, design review, and install verification.
• Responsible for the programming which included script, host, databases with SQL queries, and test coding.
• Provided quality assurance, stress test, regression testing, hardware and software testing, maintenance, troubleshooting, post implementation reviews, documentation, and backups.
• Interfaced with host emulators (EM3174), and remote/local/test databases (DB/2) to retrieve and query test data.
• Defined, created and implemented automated and manual test plans, scripts, and tackled problems, re-tested, with full documentation (installations, scripts, problems).
• Coded call router in Win NT with ACD integration, Queue Announcement, DNIS/ANI, and Year 2000 (Y2K).
• Various other projects in OS/2 Warp with Y2K including furniture order system with DB/2 database and SQL query, insurance patient/agent system with Autologon, and bus schedule system with TDD.

Technical Support Analyst
STREAM INTERNATIONAL, INC - Carrollton, TX - July 1996 to February 1997
• Microsoft trained on Windows operating system, Internet Explorer, Exchange/Outlook email systems, modem, network, and Microsoft Network (MSN) issues.
• Assisted premiere Microsoft Network (MSN) callers with Internet issues and diagnosed email issues.
• Performed troubleshooting on modems, including Windows 95 network configurations, ISDN, TCP/IP, software and hardware conflicts, and Internet sign up procedures.

Customer Service, Office Clerk, Counselor, Trainer, Data Entry, Sales Associate, Auditor, Stocker, Cashier, Lawn Service, and Grocery Clerk
Various Companies - Kroger etc - Houston, TX - December 1989 to June 1996

Education
Bachelor's of Science in Computer Information Systems
DEVRY INSTITUTE OF TECHNOLOGY - Irving, TX
February 1994 to February 1997

Certifications & Licenses

- **CompTIA Network+ Certification (2011 Objectives) - Training** ○ NEW HORIZONS COMPUTER LEARNING CENTER OF HOUSTON // FEB '11

- **MobileIron University - Design and Deployment Specialist Fundamentals Accreditation**
- MOBILEIRON UNIVERSITY // DEC '14

- **Mac+ Advisor**
- APPLE / TELEPERFORMANCE // APR '18

- **Apple iOS Technical Support - Training**
- APPLE / TELEPERFORMANCE // SEP '17

- **Project Management Training**
- NEW HORIZONS COMPUTER LEARNING CENTER OF HOUSTON // NOV '13