

# Cooper Smith

## IT Professional

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🏠 Livonia, MI

in [linkedin.com/cooper-smith-it-professional](https://www.linkedin.com/company/cooper-smith-it-professional)

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### PROFESSIONAL SUMMARY

Motivated and trained information technology professional seeking an entry-level position in the field of IT. Possesses strong communication, customer service, and technical abilities needed to be successful in an IT role. Plans to utilize education, training, and prior work experience to bring great value to your organization.

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### EDUCATION

#### ASSOCIATE DEGREE

Mountain Community College , Detroit, MI | Graduated in 2017 | 3.6 GPA

#### IT HELPDESK ADMINISTRATOR PROGRAM

MedCerts , Livonia, MI | Graduated in 2021

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### CERTIFICATIONS

**A+, COMPTIA**

**NETWORK+, COMPTIA (PENDING)**

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### SKILLS

**KNOWLEDGE OF OS, NETWORK TECHNOLOGIES, AND DESIGN PRINCIPLES**

**EXPERIENCE WITH PC WORKSTATIONS AND SOHO NETWORKS**

**MAINTAIN AND UNDERSTAND NETWORK INFRASTRUCTURE**

**TROUBLESHOOT PERFORMANCE AND CONNECTIVITY ISSUES**

**ADHERE TO STANDARDS AND USING MODERN TESTING TOOLS**

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### EXPERIENCE

#### SECURITY

May 2018 - present | Walmart , Detroit, MI

- Utilized effective communication skills to de-escalate issues/situations with customers
- Prioritize time and tasks using effective organizational skills to perform duties as assigned
- Worked with team members to distribute tasks and contribute to overall productivity
- Engage in quality customer service through the use of strong communication skills

#### CALL CENTER REPRESENTATIVE

Jan 2012 - Jan 2017 | Detroit Call Center , Detroit, MI

- Worked with customers of diverse backgrounds by utilizing strong communication skills
- Collaborated with team members to meet hourly and daily call goals each shift
- Developed the ability to multi-task through the use of time-management skills
- Cultivated the ability to problem-solve by prioritizing tasks and seeking teammate support

