

Nino Cooper

Core Technical Skills

- **Systems:** Windows Server, Group Policy, Azure AD, Active Directory
 - **Cloud & Productivity:** Microsoft 365, Exchange Online, Teams, SharePoint
 - **Networking:** Cisco Meraki, VPN (FortiCloud, Meraki, Windows VPN), DNS, DHCP
 - **Security:** Identity management, MFA, conditional access
 - **Endpoint Management:** Intune/Endpoint Manager, imaging, patching
 - **Scripting:** PowerShell (automation, reporting)
 - VoIP: Allworx, FreePBX
 - **Soft Skills:** Executive support, customer service, cross-team communication
-

Experience

Centre Technologies (MSP) / Senior System Administrator

March 2024 to Present

16801 Greenspoint Park Dr Suite 200, Houston, TX 77060

- Served as the primary technical liaison for executive leadership, translating complex infrastructure concepts into clear, strategic guidance.
- Led end-to-end incident and problem management, resolving high-impact issues through structured troubleshooting and root-cause analysis.
- Developed and maintained comprehensive technical documentation, ensuring audit-ready system configurations and operational standards.
- Delivered white-glove support to senior stakeholders, ensuring operational continuity and proactive service delivery.
- Administered and optimized Cisco Meraki network infrastructure across distributed environments.
- Managed enterprise VoIP platforms (Allworx, FreePBX), including call-flow design, configuration, and lifecycle support.

Centre Technologies / Consultant

- Installed, configured, and maintained business-approved hardware and software, ensuring reliability through prompt troubleshooting.
- Diagnosed and resolved desktop, network, and system issues across diverse client environments.
- Configured secure VPN solutions for remote users (FortiCloud, Meraki, Windows VPN).

- Managed user accounts in Azure AD and on-prem Active Directory environments.

Neo Rhino IT Solutions (MSP) / HelpDesk Technician

May 2019 to March 2024

5120 Woodway Dr Suite 7010, Houston, TX 77056

- Delivered desktop support by configuring hardware, software, and telecom systems.
- Diagnosed and resolved Microsoft 365 and network issues for end users.
- Configured and maintained VPN access for remote users.
- Managed laptops, iPads, and other endpoints through regular updates and security controls.
- Documented technical issues and contributed to the IT knowledge base.
- Assisted with EOL hardware replacements and system upgrades.

Education

Western Governors University / Bachelor of Science

February 2024 - 2026

Houston Community College / Associates degree of Arts

May 2014 - June 2016

Certifications

Comptia A+ (Cert ID: 4QFWR98QC2FQQEST) - *Industry recognized certification to perform critical IT tasks.*

- Proficient in diagnosing and resolving real-world device, network, and operating system issues.
- Experienced in installing and supporting Windows OS, Mac OS, and Linux environments