

KERRY COOPER\DESKTOP SUPPORT

1450 NW 173RD TER. MIAMI, FLORIDA 33169 (305) 898-7143 KCOOPOO1@GMAIL.COM

With over 25 years experience in Information Systems implementations for a south florida leading fashion manufacture with major investments in state of the art apparel technology, where my administrative skills allowed streamlining an analog to digital process which aided the CAD department into full implementation for computer generated designs.

Core competencies include:

- Positive and optimistic approach to problem-solving,
- Collaborative with other teams and departments,
- All-star communication skills troubleshooting,
- Detective-like troubleshooting skills and analytical and process-oriented approach to resolving issues.
- Also migrating OS platforms, maintaining color output integrity, managing software deployments, developing network hierarchy for both Local Area Networks\Wide Area Networks (LAN\WAN), optimizing Digital Asset Archiving, database administration and establishing remote location access for Macintosh devices.

PROFESSIONAL EXPERIENCE

PERRY ELLIS INTERNATIONAL, DORAL, FL

JUNE 1995 - SEPTEMBER 2020

MIS Administrator\IT Support

TRANSITIONED ENTERPRISE OPERATING SYSTEMS:

- Oversee the migration of computer platforms from a Macintosh environment into a hybrid of Windows environment while improving the company overall objective for business processes.
- During the COVID-19 pandemic spearheaded our Macintosh design departments to continue to produce while working from home, allowing for 100% of remote connections.

Technologies applied: System 7 to MacOS X, Win.3.1 to 10, Apple Remote Desktop Console, UltraVNC and Splashtop and RemotePC.

STRUCTURED NETWORK\PROTOCOL PRACTICES:

- Developed efficient workflow to establish a scalable system that allowed for substantial automated processes used for E-commerces while increasing productivity 75%.
- Digitizing naming wizard to allow for unique file naming required for database and developers programming scripting while building in artificial intelligence touch points.
- Structured network hierarchy to reduce duplication of files by 70% which increased additional assets being stored on servers across the enterprise from Miami, New York, Portland Orgon and Los Angeles design departments.

Technologies applied: Active Directory, Visual Basic Scripting, API and Windows Server.

JOB ROLES:

Training personnel:

- Remotely trained company vendors across the United States and Europe on in-house developed applications critical to company procedures.
- Instrumental in training various local and nationally on the Macintosh platform which allowed the Marketing department to create needed plans

User Support:

- Supported the Creative Design department in troubleshooting all daily hardware\software issue with on-site assistance
- Documented various Design procedures and workflow manuals
- Logged support tickets while maintaining professionalism in stressful environment

Software Projects

- RESEARCH AND CONSULTATION: negotiated with internal departments and software vendors before rollout of best-of-class software packages allowing for ideal investments while adhering to budget constraints. By consulting with managers and power users of the software teams we were able to improve the product development by 150% while preparing for 3D technologies expansions including:
 - OPTITEX 3D: digitizing the manual garment making from paper printouts to electronic documents sent to remote and overseas manufacturers.
Technologies applied: Vendor call support, Nvidia drivers, SAN, VB and soft dongle.
 - EXTENSIS PORTFOLIO: allowing for the archiving and the dissemination of images to an open API were able to script the use of files to our database and speed-to-market for secure downloads of 300mb graphics.
Technologies applied: Vendor call support, WIN16, IIS, VMWare and PostgresDB.
 - NEDGRPAHICS\ADOBE CC: the migration from an off-the-shelf solution to an apparel based design tool allowed for design increase from on average 5 designs to 10-15 additional designs per day supporting 65 designers.
Technologies applied: Vendor call support, RDP, GoToMeeting, RemotePC and departmental champions.

Hardware Deployments

- SERVERS: setup and deploy Image servers which auto-generated Ecomm images and MPG4 movie files. Also deployed Window 2016 file server which supported IIS services for 5 key departments intranet uses. Documented security events in order to establish a baseline of activity.
Technologies applied: Server Manager, Beta configuration, VB and Java.
- LARGE FORMAT PLOTTERS\SCANNERS: maintained printing and scanning devices to reduce cost of \$15,000 annually while increasing efficiencies of art creation by 80%. Deployed HP Designjet 6400 plotters for our Marketing team resulting in a in-house solution that increased signage creativity.
Technologies applied: Vendor call support, TCP IP, RIP queue and PTR pagination

- EPSON SURECOLOR STYLUS PRO: the use of this professional inkjet printer allowed for color calibration and color consistency for over 65 printers throughout 5 USA and multiple Asiain offices.

Technologies applied: VLAN per Mac address, 1000BaseT, Color Sync, Pantone and printer profiles per enterprise.

EDUCATION

FLORIDA STATE UNIVERSITY; *Bachelor of Science in Visual Communications, 1983*

MIAMI-DADE COMMUNITY COLLEGE; *Course in Data Processing, 1989*

ADDITIONAL SKILLS

- Extensive use of Apple Remote Desktop utility
- Proficient in Microsoft Office, with a focus on Word and Excel
- Use of Adobe Creative Cloud solutions

CERTIFICATIONS

Comptia A+ certified, 2021

Comptia Network+ : planned

Apple Certified Support Professional (ACSP) planned for 3/21

Cisco Certified Network Associate (CCNA) currently studying

VOLUNTEER SERVICES

Acting in the role of Church School Superintendent for the church in which I am a member, New Jerusalem Primitive Baptist Church, for the past 47 years; I aided in the use of remote sunday school for our senior citizen population of 75 members while using the Zoom platform. I offered assistance with breakout sessions and troubleshooted several teachers Zoom sessions that allowed new members to participate in the lesson.