Henry Cooper

IT Specialist

SE23 London   07534245130   hpaschoud@gmail.com

OBJECTIVE

Enthusiastic and passionate IT specialist. Largely self-taught but taking a full time 3 year course in computer science alongside a full time job role to make the career change into something which he is passionate about. Key Skills are Unix/Linux (Particularly Ubuntu), Shell scripting, Customer Support, MYSQL (MariaDB) Database setup and querying and IT Based accounting system (Xero and QuickBooks) and Java development with developing Python knowledge. IT has been my passion from a young age, and moving into an IT based career is my aspiration.

Technical Skills —

Linux / Unix

- Experience configuring and maintain systems from a fresh install, keeping app repositories up to date and installing LAMP stacks
- Used NGINX reverse proxies on personal projects to serve files on the internet, and to point at specific application
- Created installation scripts to auto provision virtual servers for clients
- Installed and maintained Grafana panels using Prometheus statistics to monitor performance
- Created a KVM bridge and managed networking for small clusters of servers
- Managed SSL and DNS for a small self-founded business with ~50 Clients
- Ubuntu 20.04, 24 and other installs, and Debian installation and maintenance

Programming

- Basic Java Apps
- Advanced JavaScript programs
- Bash Scripting
- HTML & CSS frontend development
- Developing Python knowledge

Databases

- MySQL database setup and security
- SQL Querying
- Database Migration
- Maintenance of public use databases with multiple DBs

Experience

Chief Technology Officer | Beyond Bounds Studios | Delaware, United States
Oct 2024–Present

- Implemented robust Docker-based infrastructure and oversaw the continuous development of the company's technological capabilities.
- Advised executive management on technology integration to support strategic business initiatives, directly enhancing operational efficiency.
- Led the provisioning and support of new systems for users, optimizing performance and facilitating scalability as the business grows.
- Developed custom add-ons, enhancing existing technological frameworks and significantly improving user engagement and satisfaction.

Sales Negotiator | Stanford Estates | Greater London, England, United Kingdom
Jan 2024–Present

- Executed high-pressure negotiations with clients, achieving sales targets while ensuring customer satisfaction on multi-million pound deals.
- Managed branch-wide sales pipeline, aligning sales processes to minimize transaction failures and maximize revenue generation.
- Identified key property strengths to craft compelling sales narratives, effectively mitigating perceived weaknesses to secure optimal sales outcomes.

Operations Assistant | Byteania | Glasgow, Scotland, United Kingdom
Sep 2022–September 2023

- Responded to diverse client queries, ensuring a high standard of service while supporting organizational tasks for business continuity.
- Collaborated with executive leadership to enhance service delivery, directly contributing to improved customer satisfaction and retention.

Operations Manager | CQ Servers | Glasgow, Scotland, United Kingdom
May 2022–September 2022

- Managed comprehensive customer interactions, ensuring a seamless experience while overseeing the cost analysis for business expansion initiatives.
- Led recruitment efforts for customer support roles, achieving exceptional service uptime and fostering a client-focused culture.
- Developed financial reports including price and P&L analyses, guiding strategic investments and enhancing operational profitability.

Education

Goldsmiths, University of London | London
April 2027
Bachelor's degree – Computer Science

University of Surrey | Guildford
September 2019
BMus - Level 5 Qualification in Music

CERTIFICATES

Real Estate Broker/Sales Agent | PropertyMark | Jan 2025