

---

# REECE COOPER

SWADLINCOTE, DERBYSHIRE

[RLCcoops99@gmail.com](mailto:RLCcoops99@gmail.com) | D.O.B: 11<sup>th</sup> OCTOBER 1999 | [RLC.CLOUD](http://RLC.CLOUD)

---

## *PROFILE*

I am ambitious, passionate, and have striven to learn attitude within the technology industry, who has acquired knowledge in this field through the study of BTEC IT Level 3 Diploma Extended in South Essex College and previous experience in establishing business requirements, performing daily tasks involving clients' support queries, and system implementations to increase productivity and reduce costs. As a graduate with four years of experience in customer service and technical support, I work well under pressure either independently or in a team environment, consistently proactive and professional with great time management and problem-solving skills.

---

## *SKILLS*

- Problem Solving
  - Ambitious
  - Communication
  - Quick learner
  - Mathematics
  - Motivation and enthusiasm
  - Teamwork
  - Great attention to detail
- 

## *HOBBIES*

- Streaming
  - Biking
  - Travelling
  - Gaming
  - Studying
  - Listen to music
  - Photography
  - Occasionally code/program
- 

## *TECHNICAL SKILLS*

- Coding & Programming (Python, HTML, CSS, PHP, Bash Scripting)
  - Technical Support
  - Customer Service
  - Windows Server
  - Windows / Linux & Mac OS Support
  - WHMCS (Business automation tool)
  - Active Directory
  - Unix/Linux System Administration (RHEL / Debian/Ubuntu)
  - SQL Management
  - Computer hardware/software diagnosing & installation
  - Hypervisors / Virtualization / Docker
  - Microsoft Office Support
  - Adobe Photoshop / After Effect (Digital Art)
- 

## *EXPERIENCE*

### **SX HEATING & PLUMBING SUPPLIERS LTD**

Part time IT Assistant | Essex, England | June 2016 - July 2019

Worked part-time at SX Heating for 3 years (whilst I was in College) as an IT Assistant ensuring that every hardware and software is functioning correctly.

### *Key Responsibilities*

- Answer telephones and provide callers with information, take messages or transfer calls to the appropriate department.
- Design, build or maintain websites using authoring or scripting languages, content-creation tools, management tools and digital media.
- Create designs, concepts and sample layouts based on knowledge of layout principles and aesthetic design concepts for advertisements.
- Assist staff and users with solving computer-related problems, relatively hardware and software troubleshooting.
- Add/modify/remove products from the main system's database.
- Occasionally do stocking.

### **XOMCLOUD (NOW KLINGON CLOUD LIMITED)**

Jnr System Administrator / IT Support | London, England | February 2014 - May 2016

Worked at XOMCLOUD, a hosting company based within London for 2 years as a Junior Systems Administrator working on both Windows and Linux systems supporting both the infrastructure and clients.

### *Key Responsibilities*

- Daily tasks involved responding to clients support queries via WHMCS
- Proactively monitoring and fixing issues within backend server infrastructure, these include web servers, hypervisors and game server systems.

---

## **EDUCATION**

### **BTEC IT LEVEL 3 DIPLOMA Extended (A-levels equivalent)**

#### **South Essex College**

Southend-on-Sea, England | 2019

Modules:

- |   |  |
|---|--|
| ● Communication and Employability skills for IT | ● Managing Networks                      |
| ● Computer Systems                              | ● Organisation Systems Security          |
| ● Information Systems                           | ● Event Driven Programming               |
| ● Software Design and Development               | ● Project Planning with IT               |
| ● E-Commerce                                    | ● Human Computer Interaction             |
| ● Computer Networks                             | ● Mathematics for IT Practitioners       |
| ● System Analysis and Design                    | ● Digital Graphics                       |
| ● Database Design                               | ● Computer Game Platforms and Technology |
| ● Website Production                            | ● Computer Game Design                   |

### **The James Hornsby High School**

Basildon, England | 2011 - 2016

---

## **REFERENCES**

AVAILABLE UPON REQUEST