

Beau Cooper

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SUMMARY

Management Information Systems graduate and CompTIA Security+ holder seeking an IT support role. Hands-on experience administering Windows, macOS, and Linux systems, managing user accounts and permissions, and troubleshooting hardware, software, and networks. Combines strong technical fundamentals with a customer-service mindset and a track record of resolving issues end to end.

EDUCATION

B.B.A Management Information Systems

May 2026, Baylor University

EXPERIENCE

Company: Prisma Health / Columbia, South Carolina

July 2025 - August 2025

Title: Internal Audit Intern

- Developed and executed detailed audit testing procedures to assess compliance with PCI DSS, identifying key security risks and control gaps.
- Assisted in conducting internal audits of the organization's Digital Darkness exercises, Business Continuity Plan, and associated playbooks to validate readiness against cyber threats and disruptions.
- Supported ongoing audits leveraging NIST CSF and COBIT frameworks to evaluate cybersecurity practices, risk management, and IT governance processes.

Company: Association for Citizenship Teaching / London, United Kingdom

Jan 2025 - April 2025

Title: Data Analyst Intern

- Migrated legacy CRM data into a new CiviCRM instance, mapping fields, sanitizing PII, configuring user accounts and role-based permissions, and enforcing data retention policies.
- Built and deployed Tableau dashboards for stakeholders, configuring secure data source connections and role-based access controls, and supported end users in accessing and interpreting reports.
- Queried and transformed high-volume CRM and campaign data using advanced SQL joins, aggregations, and window functions to uncover actionable insights and improve stakeholder reporting efficiency.

PROJECTS

Personal Homelab

- Built and administered a Proxmox homelab running Windows, Linux, and containerized services, configuring virtual machines, a Pi-hole DNS server, VPN, and network connectivity across multiple devices.
- Set up and troubleshoot hardware and peripherals, including a Raspberry Pi print server, and diagnose connectivity, DNS, and configuration issues across the network.

Platforms and Technology Used: Windows, macOS, Linux (Ubuntu, Debian), Networking, DNS, DHCP, VPN, Hardware Setup & Troubleshooting, Virtualization, Proxmox, Docker, Pi-hole, SSH, Bash, PuTTY

Shepherd AI

- An automated email workflow using M365 OAuth to ingest and classify incoming messages, embedding critical documents in a PostgreSQL vector database to enable a RAG-powered chatbot.
- Developed prompt strategies for Google Gemini to improve email categorization and RAG chatbot responses, deploying and managing model endpoints through Google Cloud APIs.

Platforms and Technology Used: Google Gemini API, M365 API, Azure, PostgreSQL (pgvector), n8n, Email Parsing, Vector Embeddings, HTML, Metadata Tagging, OAuth 2.0

CERTIFICATIONS

CompTIA Security+ CE : FWBFM69Y4BEEK8VJ

ADDITIONAL SKILLS AND TECHNOLOGIES

Windows, macOS, Linux, Active Directory, Microsoft 365, Google Workspace, Okta, Network Troubleshooting (IP, DNS, DHCP, subnets), Hardware Setup & Repair, Ticketing Systems (Jira), Software Installation & Configuration, VPN Clients, User Account & Permission Management, Azure, Python, SQL, CompTIA Security+, Office Suite, Eagle Scout