Trevor Koop

tkit.support• trevor@tkit.support

Summary:

Over 20 years of IT experience including infrastructure design and management, network administration, server and client support, application building, database architecture, and project management working in various organizations. A capable leader with integrity who enjoys cultivating partnerships, with a proven track record of providing solutions that increase efficiency in the workplace while minimizing transitional disruptions and adhering to budgetary constraints.

Technical Skills:

Proficient in Windows Server, Microsoft SQL server, Microsoft Azure (Active Directory/Entra ID, Access Control Service, Storage services, Recovery services, SQL), Office 365, Microsoft Exchange, System Center Configuration Manager 2023, AWS (S3, VMs and EC2 ELB, ACM) WebPANOS (Palo Alto Networks), Microsoft Forefront Threat Management Gateway, SharePoint, Windows Deployment Services, Microsoft Hyper-V Core Server, VMware Server, Mac OS X, ASP.NET, C#, HTML, XML, PHP and MySQL skills.

Employment:

TK IT Support, LLC   Jan 2024–present

Owner/IT Consultant

Working with non-profits, small businesses and independent practices to solve some of their problems with sensible and competitively-priced IT solutions. Full-service support including any and all of the following: development, deployment, training, improvement, and continued maintenance of these solutions.

Washington State University   August 2015–December 2023

Initiative for Research and Education to Advance Community Health (IREACH) at College of Medicine

IT Director

Successfully planned and executed the transfer of the Center for Clinical and Epidemiological Research's IT infrastructure from the University of Washington to Washington State University. This included WAN/LAN, VPN, local domain services, and all internal servers and services (including the on-premise SharePoint farm). Created a departmental LOB application that tracks employee effort on grant funding. Ongoing responsibilities include: development, management, and support of services on IREACH servers and network devices, as well as, identity, storage and recovery services in Azure; technical advisory to the IREACH Executive Committee; design, implement and test disaster recovery and service resiliency of internal IT infrastructure to provide business continuity for our research faculty; architecture and administration of the IREACH SharePoint 2019 farm. Responsible for the mentorship and management of 2 to 3 help desk personnel and day-to-day help desk operations.

Technical Summary: Windows Server 2019/2012 R2 Enterprise, Microsoft Azure (AAD, Storage, Recovery, SQL, Virtual Computing), Microsoft SQL 2017/2012, SharePoint 2016, O365 Administration, Palo Alto Network Firewall appliance, .NET Framework, MVC, C# web application development.

University of Washington   May 2012–August 2015

Center for Clinical & Epidemiological Research (CCER) in the Department of Epidemiology
Department of Medicine

IT Manager

Primary responsibilities include management and support of servers, and network devices. Member of the Center's Executive Committee in technical advisory role. Designed and implemented service resiliency projects for Exchange 2010 (DAG and CAS array). Responsible for architecture and administration of SharePoint 2013 farm. Installed and configured System Center Configuration Manager 2012. Responsible for the management and training of helpdesk personnel and day-to-day helpdesk operations.

Technical Summary: Windows Server 2012/2008 R2 Enterprise, Microsoft Exchange 2010 and Office 365, Microsoft System Center Configuration Manager 2012, Microsoft SQL 2012/2008 R2, SonicWALL firewall and VPN appliances

Inviso Corporation   2010–2012

11000 NE 33rd Pl, Ste 102, Bellevue, WA 98004
Technical Consulting Firm

Service Build Engineer, Microsoft Corporation RXD Partner Platform

Responsible for handling deployments of Microsoft Partner Platform and Channel Incentives Program from the various test environments through user acceptance testing and finally into production. Tasks include debugging, testing, maintaining and improving .NET Framework web applications and build-related systems. Work with developers and release managers to accept and approve builds, as well as, provide a smooth handoff of new builds to operations. Planned, coordinated and executed the platform build out for the applications including: storage provisioning, high-availability solutions, server virtualization where applicable. Improve processes, create new processes and create vendor onboarding documentation.

Technical Summary: Windows Server 2008 R2 Enterprise, 2008 & 2003 (IIS 7 & 6), Microsoft SQL 2008 R2/2008, FAST v5, Microsoft Azure deployments (SQL)

WASSER Studios   2005–2010

2101 Fourth Ave, Suite 750, Seattle, WA 98121
Technical and User Documentation

IT Manager

Responsibilities included all client-side support and server-side support. Sales support for meetings with clients and potential clients. Creation and deployment of infrastructure-related process documentation and IT ticketing system in SharePoint. Involved in the planning and execution of the transition from a network with many different hardware and software platforms to Windows Essential Business Server. This move really shifted time spent on reactive support to proactive support and improved our level of service. Development of backup and recovery methodology and execution.

Production Team Lead

Tasked with document design, including template development. Research, development and implementation of newer technologies and tools to meet clients' needs. Worked on XML and HTML conversions from print documentation for electronic deliveries. Created process documentation for team.

Technical Summary: Windows Server 2008, 2003 and Hyper-V core Server, Windows Deployment Service, Windows XP and Windows 7 workstations, Microsoft Exchange 2007, Microsoft Threat Management Gateway, System Center Essentials 2007, SQL 2005, MOSS 2007, Adobe Creative Suite, Adobe FrameMaker, Adobe Acrobat, RoboHelp, XML

Ebbets Field Flannels, Inc. / Stall & Dean, Mfg. Co.   1999–2005

PO Box 4858, Seattle, WA 98104
Apparel Manufacturing Company

IT Director

Executed the setup and operation of company's local area network that supported both Windows and Mac OS platforms. Coordinated the transition from previous Access database to a FoxPro database. Trained staff how to use database and resolved all technical support issues. Frequently worked with external vendors (i.e. telephone, electrical, etc.) to resolve operational issues as they arose.

Project Manager

Full project management for Spring/Summer 2005 and Fall/Winter 2004 catalogs including concept, photography and design. Coordinated the design and construction of *www.ebbets.com* launched April 2005. Development on key phases including: design and layout; user interface (both on consumer and administration side), data connectivity between website and internal databases.

Additional responsibilities

Provided customer service support when needed. Answered customer phone calls and emails. Completed order entry and processed credit cards. Provided support to shipping and receiving department when needed.

Technical Summary: Windows Server 2003, Windows 95/XP workstations, FoxPro database maintenance, Adobe Create Suite

Accomplishments and involvements:

Chief Seattle Club
Volunteer
Work includes Office 365, SharePoint Online, and Azure Active Directory administration and periodic staff trainings.

Microsoft Technical Adoption Program (TAP)
Windows Essential Business Server (EBS) v1
Through our involvement in the TAP, WASSER became the first company in the world to launch Windows EBS into a production environment

Windows 7
WASSER was involved in early Windows 7 beta deployment in test and production environments.

Microsoft Customer Advisory Board (CAB)
Windows Server Group and Windows EBS v2
Advisory role for development of future Windows Server products.

IDC Virtualization Forum
Presenter "Virtualization in the Workplace Q&A" (2009)
Question and answer forum regarding WASSER's use of virtualization as a solution to midmarket budgetary constraints.