

Kelly J. Cooper

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Somerville, MA [REDACTED]
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PROFESSIONAL EXPERIENCE

Election Worker, City of Somerville, Spring 2013-present

- Warden, promoted in March 2020.
 - Managed the precinct and personnel assigned to work the precinct in addition to filling in on the duties of the Clerk and the Election Officers.
 - Worked early voting shifts in front of City Hall, directed voters through City Hall, managed the voter queue, and provided voters their ballots while maintaining and updating voter information in the City of Somerville computer system.
- Clerk, promoted from Election Officer in September 2019.
 - Assisted the Warden in directing the Election Officers and organized the breacktime schedule.
 - Covered for Election Officers on break and assisted the Warden with Affirmations, Challenges, and miscellaneous paperwork necessary in every election.
 - Signed paperwork at the end of the night.
 - Worked early voting shifts in front of City Hall, directed voters through City Hall, and managed the voter queue.
- Election Officer, checked in voters, checked out voters, and assisted voters in placing their ballots in the voting machine, among other miscellaneous duties.

Writer and Editor, *KJC Creates* (sole proprietorship), February 2004–present

- Ongoing work editing confidential reports on Internet security-related intelligence gathered from around the world as KJC Edits.
- Copyedited multiple manuscripts for linguist Neil Cohn, including the books *The Visual Language of Comics: Introduction to the Structure and Cognition of Sequential Images*, and *Who understands comics? Questioning the Universality of Visual Language Comprehension*.
- Ongoing extensive editing work with students and individuals on a variety of different topics including a dissertation on the effects of urban housing on poverty reduction in post-war countries and a white paper on getting the best doctor care while handling a cancer diagnosis using *The Chicago Manual of Style* (15th, 16th, and 17th editions) and *Merriam-Webster's Collegiate Dictionary* (11th edition). At least two dissertations I edited have since been published as hardcover books.
- Both wrote and copyedited various white papers for the Anti-Phishing Working Group (apwg.org) on the Internet's Domain Name System (DNS), domain suspension, and related procedural texts on an as-needed basis.
- Copyedited Request for Comments (RFCs) and other technical documentation for The Cooper-Cain Group, Inc.

- Copyedited nearly a hundred reports on education for two nonprofit organizations using the *Publication Manual of the American Psychological Association* (APA, 5th and 6th editions); wrote a style guide for clients to use in formatting papers that needed to be APA-compliant.
- Generated transcriptions for approximately 12 hours of voice recordings for a client's psychological study using the CLAN software package (which includes adding markers during natural breaks [i.e., every few seconds], in the utterances for tracking and review purposes).
- Copyedited *The Erotic Writer's Market Guide* (book) for Circlet Press, Inc.
- Co-editor of the Somerville Garden Club newsletter on gardening-related topics; regular contributor to the publication with articles ranging from book reviews to vermiculture and horticultural history.
- Extensive familiarity with Microsoft Office through the 2016 edition; have written brief guides on utilizing the new features (as they became available) for various clients.

Vice-President, *The Cooper-Cain Group, Inc.*, February 2004–present

- Wrote “The Day After: Your First Response to a Security Breach” for Microsoft’s *TechNet* magazine (cover article) published in the premiere (Winter 2004/2005) issue.
- Contributed an article called “Computer Security Portfolio Management” to The Security University *Computer Security Portfolio Manager Report* published March 2004.
- Created and taught the classes “Getting Started with Security: An introduction to Enterprise Security,” “Practical Incident Response,” and “Practical Applications.”
- Created various course materials, including “Internet Security for Law Enforcement.”

Clerk, *The Million Year Picnic Comic Shop*, July 2007–present

- Regularly responsible for opening the store, running the store, and closing the store, including closing out the cash drawer.
- Use excellent communication and customer service skills to sell comics to customers in a retail setting.
- Maintain familiarity with the inventory and trends to recommend comics to customers, especially to recommend young adult graphic novels to parents and children.
- Pack orders for shipping and local delivery; ship orders via USPS.
- Manage social media presence on multiple platforms (Facebook, Twitter, and Instagram).
- Manage customer communications on a weekly basis via an email newsletter that includes filtering a huge amount of data to sift out what books will arrive each week and what books will be delayed or need to be ordered because they were missed on the initial order form.
- Assist with ordering, event planning, event support, and any other duties as requested by the owner/manager.

Adaptive Technology Specialist, *Harvard University*, September 2005–June 2007

- Scanned in books for disabled students and, using a variety of different software packages such as ABBYY FineReader 7.0 Professional Edition (optical recognition software), Adobe Photoshop Elements 2.0, Adobe Acrobat 6.0 Professional, Adobe Reader 7.0, and Microsoft Office Word 2003 (among others), generated text files that could be manipulated in different ways (fed into software that would read them aloud, magnify them to any size, print them in Braille, etc.)
- Used software to do the same for files provided to the University by publishers in a variety of formats.

Editor, *Comixpedia.com* (rebranded *Comixtalk.com*), May 2003–January 2006

- Worked with the other editors to establish themes for monthly issues.
- Created story ideas and assigned three to four articles per month (one a week) to staff writers.
- Worked with writers to craft and edit professional-grade stories.
- Contributed articles and provided editorial support to the magazine in general.
- Stepped in as Editor-in-Chief when the regular EIC was offline and coordinated and edited all four departments (features, interviews, reviews, and columns) for six months.

Senior Network Engineer/Security Engineer, *Genuity*, December 2000–July 2003

- Represented Genuity as the Chair of the Internet Service Provider Coordination Working Group convened by the White House (Richard Clarke, Special Advisor to the President for Cyberspace Security) from January to May 2002; provided our working group's input to the *Information Infrastructure Security Internet Service Provider Working Groups Report and Recommendations for Securing the Internet*.
- Wrote *Voice over IP Security Analysis*, after thoroughly researching Genuity's VoIP offering and infrastructure.
- Co-author of the *ASI Security Baseline*, a review of security planning, architecture, engineering, and operations across the whole of Genuity.

Internet Security Officer, *Genuity* (formerly *BBN Planet*), August 1997–December 2000

- Created and conducted a class on Network Security for local law enforcement officials (including FBI, State Police, and local police officers) and internal personnel.
- Wrote and later updated the operations security requirements for the administrative network of the Genuity Data Center infrastructure.
- Wrote the operational security chapter for the Global Network Infrastructure (aka the GNI, Genuity's fiber network) security architecture.
- Researched, authored, and regularly enforced the Genuity Acceptable Use Policy.
- Wrote multiple security policies and procedures for internal company use.
- Created reports and threat assessments on new network attacks and system vulnerabilities.

Network Analyst, *BBN Planet* (became *Genuity*), August 1996–August 1997

Network Controller, *BBN Planet* (became *Genuity*), November 1994–August 1996

Research Assistant/Lab Technician/Computer Consultant, *Rutgers University*, June 1993–May 1994

Computer Operator and Hardware Technician, *Rutgers University*, July 1989–August 1993

NOTED SPEAKING ENGAGEMENTS

- February 2006: Presentation to the High Tech Crime Investigation Association—Waltham, MA
 - “Evidence on Networks”

- May 2002: Presentation to National Security Council and White House staff (and other government and commercial entities)—Virginia
 - “Internet Service Provider Coordination Working Group Recommendations”
- May 2001: North American Network Operating Group (NANOG)—Scottsdale, AZ
 - “Internet Service Provider Information Sharing and Analysis Center”
- July 2000: Integrated e-Business Security Strategies—Chicago, IL
 - “Planning for Mitigation of Denial of Service Attacks”
- April 2000: National Coordination Center Staff Meeting—Virginia
 - “Who Manages The Internet?”
- March 2000: Presentation to Genuity Management Committee—Burlington, MA
 - “Distributed Denial of Service Attack Briefing”
- November 1997: Presentation to the Cross Industry Working Team—Virginia
 - “IOPS: Industry Initiative for a Robust Internet”

EDUCATION

- 2019 and 2020: Coursework in Microsoft Excel 2016 and WordPress
- 2005: Coursework in copyediting with Linda Spencer
- 2001: Certified Information Systems Security Professional (CISSP)
- 1994–2003: Additional Certificates/coursework in Basic and Advanced Cisco Router Configuration, Network Security, Firewalls, Negotiation, and various routing protocols
- 1994: BA in English and Psychology from Rutgers College, Rutgers University, New Brunswick, NJ

AFFILIATIONS

- Member of the Somerville Garden Club (SGC) since 2002; Head of SGC newsletter writing group March 2007 through June 2019; took on additional role as co-Editor-in-Chief of the newsletter in 2008; Secretary of the SGC April 2007–April 2008 (www.somervillegardenclub.org).
- Member High Technology Crime Investigation Association (HTCIA: www.htcia-ne.org) 1998–2007.
- Member Information Systems Security Association (ISSA: www.issa-ne.org) 2000–2007.
- Member National Writers Union (NWU: www.nwu.org) 2005–2009.