

Brock Cooper

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Personal Profile

Results-driven professional with experience delivering customer-centred support services within tertiary education and advanced manufacturing environments. Proven ability to lead service delivery, manage complex enquiries, support students and stakeholders through end-to-end processes, and continuously improve customer experience. Strong communicator with a background in engineering, enabling clear translation of complex information into practical, accessible guidance.

Education

University of Wollongong (UOW)

Wollongong, NSW

BACHELOR OF MECHATRONICS ENGINEERING (HONOURS CLASS II, DIVISION 1)

Jan 2017 - Jul 2022

- **Experience with specialised electronic instrumentation and interfacing hardware:** Designed, benchmarked and determined the performance of a low cost 3D printed 6 degrees of freedom robotic arm for a Thesis. Involved data acquisition using MATLAB.

TAFE NSW

Campbelltown, NSW

STATEMENT OF ATTAINMENT (CAD DESIGN AND MANUFACTURING)

Mar 2016 - Dec 2016

Work Experience

The University of Sydney

Camperdown, NSW

TECHNICAL OFFICER - FACULTY OF MEDICINE AND HEALTH

Mar 2023 - Present

- **Primary point of contact for students and stakeholders:** Managed enquiries from researchers, students, and academic staff, triaging requests, setting expectations, and coordinating support through to resolution.
- **Service delivery and operational coordination:** Balanced multiple concurrent projects and support requests while maintaining timely, customer-focused service delivery.
- **Cross-functional collaboration:** Worked closely with technical, academic, and professional staff to align services with user needs and institutional requirements.
- **Continuous improvement of support processes:** Identified recurring issues and implemented improvements to workflows, documentation, and communication to enhance efficiency and customer experience.

Austate Services

Minto, NSW

DESIGN AND MANUFACTURING ENGINEER CONTRACTOR

Dec 2021 - Mar 2023

- **Supervising, mentoring, and managing staff performance, ability to guide teams toward objectives:** Designed custom trailers for heavy transport vehicles and coordinated projects. As part of the team, I managed the manufacturing of the projects and trained staff on various workshop equipment (e.g. CNC Machines, Brake Press, Cranes). I interpreted specialised client requirements into feasible solutions, optimising internal workflows for the team, and improving performance and customer service delivery.
- **Customer requirement translation:** Interpreted complex client needs and translated them into practical, achievable solutions while managing expectations, scope, and timelines.
- **Stakeholder liaison and issue resolution:** Acted as a key interface between customers, suppliers, and internal teams to resolve issues and maintain strong working relationships.
- **Service and workflow improvement:** Improved service delivery by optimising workflows, introducing new processes, and streamlining communication pathways.

Fliight Technologies

MECHATRONICS ENGINEER

Wollongong, NSW

Jun 2021 - Sep 2022

- **Prototype development:** Designed, manufactured and assembled bespoke cable camera car. During assembly, utilised rapid manufacturing techniques (e.g. 3D printing, CNC routing, CNC laser cutting).
- **Schematic and printed circuit board (PCB) design:** Used PCB design software (e.g. KiCAD) to create circuits for power and signal management. Interpreted and developed technical documentation (e.g. datasheets, schematics, bill of materials, operating guidelines)
- **PCB assembly:** Assembled various surface mount and through hole components. Exercised precise hand soldering with a microscope. Constructed DIY reflow oven for efficient assembly of surface mount devices.
- **Interface/troubleshoot specialised electronic equipment and software:** Used various testing hardware and related software (e.g. oscilloscopes, multimeters, simulators) for troubleshooting and circuit validation.
- **Prepare, conduct and support tests of systems in the field and debug code:** Designing and developing custom drone payloads for high voltage powerlines applications with a focus on software and hardware control, including field testing and troubleshooting.

The University of Sydney (USYD)

MECHATRONICS PROJECT COLLABORATION (DRONE ON DEMAND)

Camperdown, NSW

Dec 2019 - Feb 2020

- **3D Printing:** Explored new 3D printing and manufacturing techniques of small unmanned aircraft wings using advanced materials.
- **Hardware and Software Interfacing:** Developed python interface layer to automate operation of 3D printers.

Rise Above

UNMANNED AERIAL VEHICLE (UAV) TECHNICIAN

Smeaton Grange, NSW

Feb 2019 - Jan 2020

- **Engineering:** Designed and retrofitted custom payload solutions requiring CAD, programming (C++, Python) and interfacing numerous sensors (e.g. Arduino, Servos, Rotary Encoder).
- **Customer support:** Provided technical services and support to troubleshoot software and hardware for custom UAV builds and modifications for enterprise platforms. Dealt with difficult clients requiring communication and negotiation skills.
- **Equipment operation and maintenance:** Operated, serviced and maintained various 3D printers and other manufacturing equipment.

Skoep Group Comm-Klad

COMPUTER NUMERICAL CONTROL (CNC) MACHINE OPERATOR

Campbelltown, NSW

Feb 2018 - Dec 2019

- Safely and autonomously operated 3-axis, automatic 7 tool CNC machine
- Handled bulky and expensive materials
- Required teamwork, communication and time management

Certificates and Professional Development

- **2017:** Alan Broady Memorial Prize (The University of Sydney)
- **2016:** South32 Illawarra Coal Sustainability (University of Wollongong)
- **2016:** HSC Shape Exhibition (Powerhouse Museum)
- **2015:** National WHS General Construction Induction Training (White Card)

References

To be provided upon request.