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Professional Summary

Results-oriented Power Platform Developer & IT Specialist with a B.S. in Computer Science (2024) and certifications in CompTIA Security+ / CASP+, Microsoft Power Platform Fundamentals, and SOC Analyst (TCM Security). Skilled in designing, deploying, and administering Power Apps, Automate, BI dashboards, and SharePoint integrations that streamline operations and drive data-driven decision-making. Hands-on background in IT support, systems administration, and custom development (Python, JavaScript, SQL), with a strong record of delivering secure, user-centered solutions across multiple industries.

Technical Skills

- **Power Platform:** Canvas & model-driven apps, Power Automate flows, Dataverse, Power BI, custom connectors, business process flows
 - **SharePoint:** Lists, libraries, permissions, document management, integration with Power Apps/Automate
 - **IT & Systems:** Active Directory, ServiceNow, workstation provisioning, Windows/Linux/macOS support
 - **Programming:** Power FX, DAX, SQL, Python, JavaScript, Java
 - **Cybersecurity:** SIEM (Splunk), endpoint detection, log analysis, incident response fundamentals
 - **Soft Skills:** Stakeholder communication, requirements gathering, customer service, training & adoption
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Certifications and Training

CompTIA Security+ | CompTIA CASP+ | Microsoft Power Platform Fundamentals (PL-900) | TCM Security SOC 101 Practical Training | Microsoft Power Up Program

Relevant Projects

Parking Operations Solution | Power Apps, Automate, BI, Dataverse May 2025

- Built a model-driven Power App for managing parking requests and a canvas app for field inspections, centralizing data in Dataverse with role-based access.
- Automated workflows via Power Automate (approvals, notifications, and status updates), reducing manual processing time by 40%.
- Developed Power BI dashboards to monitor parking capacity and request trends, enabling data-driven policy adjustments.

School Facilities Maintenance Solution | Power Apps, Automate, BI, Dataverse..... April 2025

- Created a model-driven app integrated with SharePoint for logging and tracking facility issues, with custom forms and views to streamline input.

- Automated lifecycle management using Power Automate flows to handle alerts, escalations, and approvals, reducing average response times.
- Designed Power BI reports that visualized issue categories and SLAs, helping leadership allocate resources more effectively.

Home SharePoint Server Farm In Progress

- Designed, deployed, and managed a multi-server SharePoint farm in a home lab environment, configuring web front-end, application, and SQL backend servers.
- Implemented site collections, document libraries, lists, and role-based permissions, simulating enterprise-level SharePoint administration.
- Tested integration with Power Platform (Power Apps + Automate + Power BI) to create workflows and dashboards, demonstrating end-to-end solution deployment.
- Gained hands-on experience with server provisioning, Active Directory integration, and SharePoint security best practices.

Professional Experience

Help Desk Technician at James Madison University April 2023 - May 2024

- Delivered front-line IT support for 100+ students weekly, resolving hardware, software, and networking issues across Windows, Linux, and macOS environments.
- Managed Active Directory accounts (user creation, password resets, access provisioning) to enforce identity and access controls.
- Used ServiceNow to track and resolve incidents with a first-contact resolution rate above 70%.
- Leveraged tools such as Nmap and Wireshark to troubleshoot network connectivity issues and assist in security monitoring.
- Improved customer satisfaction scores by providing clear documentation, end-user training, and consistent follow-up.

Intramural Sports Site Manager at James Madison University August 2022 - May 2024

- Supervised staff and operations for 200+ weekly participants, ensuring compliance with safety policies and smooth execution of events.
- Conducted training sessions and performance evaluations for officials, improving efficiency and consistency across programs.
- Acted as the primary point of escalation, resolving disputes quickly and diplomatically to maintain participant satisfaction.
- Applied first responder protocols (CPR, AED, safety incident response) to ensure a secure environment.

Education

B.S. in Computer Science

James Madison University, 2024
