Alexander T. Karapetkov

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Professional Summary

IT Specialist and Computer Science graduate with hands-on experience in help desk support, system administration, and IT troubleshooting. Certified in CompTIA Security+, CASP+, and Microsoft Power Platform Fundamentals with proven ability to deliver timely technical support, optimize workflows, and strengthen IT operations. Skilled in Active Directory, ServiceNow, endpoint management, and Power Platform development, with strong customer service and problem-solving capabilities. Seeking to contribute to IT support teams by improving efficiency, security, and user satisfaction.

Technical Skills

- ➔ **Technical Support:** Incident resolution, workstation provisioning, OS imaging, ticketing systems (ServiceNow), remote troubleshooting
- ➔ **Systems & Tools:** Active Directory, Windows/Linux/Mac OS, VPNs, GPO, Microsoft 365, Splunk, Wireshark, Nmap, SIEM platforms
- ➔ **Networking & Security:** TCP/IP, firewall/router support, vulnerability scanning, malware detection, log analysis
- ➔ **Productivity & Platforms:** Microsoft Power Apps, Power Automate, Power BI, Dataverse, Excel, Access, custom connectors
- ➔ **Soft Skills:** Clear communication, customer service, collaboration, adaptability, time management

Certifications and Training

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

Professional Experience

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

- ➔ Resolved 100+ weekly support tickets covering hardware, software, and networking issues, achieving a 90% first-contact resolution rate.
- ➔ Administered Active Directory accounts including password resets, permissions, and workstation configurations.
- ➔ Used tools such as ServiceNow, Nmap, and Wireshark to diagnose and resolve incidents, reducing downtime for faculty and students.
- ➔ Delivered technical guidance to non-technical users, increasing user satisfaction ratings and adoption of IT best practices.

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

➔ Managed day-to-day operations for intramural sports programs, ensuring system uptime and compliance with safety policies.
➔ Served as the first point of contact for participant issues, resolving disputes, ensuring compliance with safety policies, and supporting smooth operations for 200+ weekly participants.
➔ Trained and supervised staff, applying problem-solving and customer service skills directly transferable to IT service environments.

Relevant Projects

Power Platform Solutions | Power Apps, Automate, BI, Dataverse .... May 2025
➔ Built and deployed enterprise-grade apps in Power Apps and Power Automate to streamline parking and school maintenance operations.
➔ Centralized data in Dataverse and automated approval workflows, improving efficiency by 30%.
➔ Designed Power BI dashboards to provide leadership with actionable insights for decision-making.

SOC Analyst Training – TCM Security SOC 101... June 2025
➔ Completed 80+ hours of hands-on labs simulating Tier 1–2 SOC analyst tasks.
➔ Conducted SIEM alert triage, phishing investigations, and log correlation using Splunk and Security Onion.
➔ Gained practical experience with incident escalation, ticket documentation, and case management.

Personal Portfolio Website | HTML, CSS, JavaScript .... July 2025
➔ Designed and deployed a personal website on GitHub Pages, strengthening frontend troubleshooting, deployment, and version control skills.

Education

B.S. in Computer Science   *James Madison University, 2024*