

# Alex Kasem

## IT Support Professional



### Contact

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### Skills

Windows OS |  
Windows Server |  
MacOS | Linux Shell

Apple iOS | Android  
OS

Desktop computer |  
Notebook Hardware

Google Workplace |  
Microsoft Office 365  
Admin

Autotask | ClickUp |  
Jira

NinjaOne (Endpoint  
Management and  
Remote Support)

IT Glue (Technical  
Documentation)

Acronis Cyber  
Protect Cloud  
(Server Cloud  
Backup)

Webroot (Cyber  
Protection)

Active Directory  
(Windows Server)

FTP FileZilla

CMD | PowerShell |  
Bash | Z Shell

Front-end Web  
Development

Back-end Web  
Development

Networking  
Fundamentals

Technical Writing



### Work History

#### IT Operations Support Specialist

*TeamLogic IT, Flemington, NJ*

TeamLogic IT supports small to medium sized business, developing, managing, and maintaining their technical infrastructure.

Information Technology Administration and Support:

- Remotely and locally configuring and supporting customer workstations, tablet devices, and servers, ensuring client technical needs are met.
- Troubleshooting business technology issues, minimizing associated negative impact and establishing rapport with clients.
- Cloud administration.
- Repaired damaged client server in time for next business day, limiting adverse impact.
- Cloud administration.
- PowerShell Scripting.

#### Diagnostic Prep Technician | Electronics Auditing

*CWI - Computer Wholesalers Inc., Hackettstown, NJ*

CWI is an electronics wholesaler and refurbishing company with a focus on the reselling of used equipment.

Job duties included but were not limited to the following:

- Inspected and graded consumer second-hand electronics equipment (computers, network hubs, projectors, iPads, etc.) and listed defects in company database and/or datasheet.
- Tasks also involved the partial disassembly and reassembling of inspected electronic equipment.

#### Software Developer | Tabletop Games | 3D Printing

*Ponder Code | Ponder Enterprises LLC, New York Metropolitan Area*

- As a software engineer, I have worked on numerous web-based projects, on both the front-end as well as the back-end, building accessible, user-friendly, and mobile responsive web applications. Having worked with a range of technologies, my core competencies would include HTML5, CSS3, JavaScript (ES2018), React.js, Semantic UI React, and Git, with GitHub, version control. My projects are featured in my portfolio (<https://www.aikasem.com/>) and my projects' source code on my GitHub (<https://github.com/ak89mkii>).

#### Fiber Optics Technician

*Micro-Optics, Inc., Hackettstown, NJ*

- Performed tests on passive fiber optic components.
- Participated in specialized fiber optic component assembly.

#### Officer Candidate

*New Jersey Army National Guard, Sea Girt, NJ*

- Army Officer Candidate School tactical leadership training and assessments.
- Army Basic Combat Training, Ft. Leonard Wood, MO.

2012-05 -  
2016-06



### Education

#### Certificate of Completion: Software Engineering Immersive

*General Assembly*

#### Bachelor of Science: Applied Psychology

*East Stroudsburg University Of Pennsylvania - East Stroudsburg, PA*

#### Social Science

*Ajou University - Suwon, South Korea*

#### Certificate: IT Support Professional Certificate

*Google | Coursera*