

# Alex Kasem

IT Support Professional

## Contact

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## Websites, Portfolios, Profiles

- <https://github.com/ak89mkii>
- <https://pondercode.com/>

## Certifications

2023-10  
Google IT Support Professional Certificate

2024-02  
NinjaOne Certified Technician | TeamLogic Certification

2025-08  
Microsoft Certified: Azure Fundamentals

## Skills

Windows OS | Windows Server | MacOS | Linux Shell

Apple iOS | Android OS

Desktop computer | Notebook | Server Hardware

Google Workplace | Microsoft Office 365 | Exchange Admin

Microsoft Local Administrator Password Solution (LAPS) with Entra ID and Intune

Autotask | ClickUp | Jira

NinjaOne (Endpoint Management and Remote Support)

IT Glue (Technical Documentation)

Acronis Cyber Protect Cloud (Server Cloud Backup)

Webroot (Cyber Protection) | SentinelOne

## Work History

2023-06 - 2025-08

### IT Support/Software Engineer | Sysadmin

TeamLogic IT, Flemington, NJ

#### IT Support Engineer

- Provide remote and on-site support for client workstations, tablets, and servers, ensuring business continuity and technical reliability.
- Troubleshoot hardware and software issues, minimizing downtime while maintaining strong client relationships.
- Configure and manage NinjaOne (endpoint management), Acronis (cloud backup), and Autotask (ticketing system).
- Authored internal documentation for support processes and client environments.
- Designed and maintained small business infrastructure including LANs, workstations, and peripherals.

#### IT Systems Administrator

- Administer Microsoft 365, Azure Entra ID, and Exchange.
- Manage users and group policies in Active Directory.
- Deployed and managed Local Administrator Password Solution (LAPS) integrated with Intune and Entra ID.
- Performed server-level upgrades and basic repair (hardware/software).

#### Software Engineer/Programmer

- Developed internal automation tools, scripts, and applications using PowerShell, JavaScript/React.js, and Django/PostgreSQL.
- Designed solutions to streamline client operations and demonstrate proposed database-driven workflows.
- Queried and maintained SQL Server databases as part of backend automation and support efforts.

#### Project Lead

- Served as liaison between client and external development firm, translating client needs into technical requirements.
- Coordinated app project setup including server/database access, backups via OneDrive, and remote tool configuration.

2017-11 - Current

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

Ponder Code | Ponder Enterprises LLC, New Jersey

- Founded a small web development business, delivering full-stack applications using React.js, Django, PostgreSQL.
- Product Lifecycle: two independent tabletop games and fidget device (idea, design/dev, manufacturing, test, sold hundreds of units).

### Fiber Optics Technician

Micro-Optics, Inc, Hackettstown, NJ

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

### Diagnostic Prep Technician | Electronics Auditing

CWI - Computer Wholesalers Inc., Hackettstown, NJ

- Inspected and graded second-hand electronics including computers, tablets, and network devices.
- Documented condition and performed partial disassembly/reassembly for resale processing.

### 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.

## 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