

Alexander T. Karapetkov

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Professional Summary

Motivated and customer-focused IT professional with hands-on experience supporting Help Desk operations, workstation provisioning, and troubleshooting hardware, software, and mobile device issues. Skilled in imaging and configuring Windows-based systems, creating user credentials, resetting passwords, and providing responsive technical support in fast-paced environments. Adept at resolving technical problems efficiently and documenting solutions, with a strong foundation in Microsoft technologies and a commitment to delivering excellent service.

Education

Computer Science (B.S.) 2024
James Madison University Harrisonburg, VA

Technical Certifications

CompTIA Security+™ CE	Certified December 2024
CompTIA SecurityX/CASP+™ CE	Certified March 2025
Microsoft: Power Platform Fundamentals	Certified March 2025

Skills

- **IT Support:** Workstation provisioning, Help Desk support, OS imaging, Software installation, Hardware troubleshooting, Mobile device support, Password resets, User account creation, Access badge creation, Ticketing systems, IT problem resolution, Peripheral device support, Desktop application support
 - **Programming/Software:** Windows 11, Microsoft Office, Microsoft Active Directory, Basic networking, Mobile operating systems, ServiceNow, Remote desktop tools
 - **Soft skills:** Excellent verbal communication, excellent written communication, excellent customer service, professionalism, Interpersonal skills, Team collaboration, Problem-solving, Attention to detail, Documentation, Time management, Adaptability
 - **Technical:** User Credential Management, Desktop Configuration, IT Security Best Practices, Badge Access Systems, Endpoint Device Management, IT Asset Tracking, System Documentation, Troubleshooting Methodologies
 - **Foreign Languages:** Bilingual Bulgarian, Intermediate German
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Work Experience

Help Desk Technician at JMU April 2023 - May 2024

- Delivered exceptional front-line customer service via phone, email, and in person, ensuring users felt supported and informed at every step
- Provided technical support for hardware, software, and network issues, ensuring timely resolution of service requests
- Managed incidents in ServiceNow, prioritizing first-contact resolution to enhance user satisfaction
- Used diagnostic tools (e.g., Nmap) to resolve network/system issues, ensuring efficient operations
- Guided users through troubleshooting, including password resets, application issues, and basic hardware setup

Site Manager at JMU Recreation August 2022 - May 2024

- Acted as the first point of contact for any issues raised by participants, resolving disputes and facilitating effective solutions with strong call handling and customer service techniques
- Ensured safety, compliance with policies, and efficient programming of Intramural Sports, including conducting officials' training sessions, participants' pregame meetings, and performance evaluations
- Employed first-responder principles as needed (CPR, AED, Bloodborne)
- Oversaw the performance of staff members and communicated effectively with participants, ensuring smooth operations and compliance with safety protocols

Projects

Traveling Salesman Problem Python May 2024

- Applied algorithmic techniques to solve NP-complete problems with Python, focusing on efficiency and performance analysis relevant to system optimization and threat mitigation
- Analyzed algorithm runtime to evaluate performance and identify potential vulnerabilities in computational processes
- Developed skills in technical communication, presenting findings and strategies with a focus on security and optimization metrics

8-bit RISC-V ALU Verilog April 2024

- Designed and implemented an 8-bit RISC-V Arithmetic Logic Unit (ALU) in Verilog, optimizing for efficiency and system integrity
- Developed modular designs with testbenches, ensuring thorough testing and validation to identify vulnerabilities in system components
- Enhanced skills in hardware description languages, digital circuit design, and debugging, with a focus on system security and reliability

Command Line Shell C November 2023

- Developed a secure command-line shell in C, with features like process control, environment variable management, and secure input/output handling to mitigate vulnerabilities
- Applied system-level programming concepts to enhance security, focusing on process isolation and privilege boundaries
- Implemented best practices in input validation and environmental variable management to prevent exploitation

Leadership and Involvement

- Member of JMU Delta Phi Epsilon Professional Foreign Service Society September 2021 - May 2024
- Secretary for JMU Asian Student Union December 2019 - May 2021
- Virginia Governor's German Language Academy June 2018 - July 2018