

Alexander T. Karapetkov

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Professional Summary

Innovative Power Platform professional skilled in designing low-code solutions using Power Apps, Power BI, and Power Automate to support data-driven decision-making and operational efficiency. Experienced in building interactive dashboards, developing model-driven and canvas apps, and automating business processes with a user-focused approach. Proficient in DAX, SQL, Power FX, and Excel for data modeling and visualization, with a strong foundation in stakeholder collaboration, requirements gathering, and agile solution delivery.

Education

Computer Science (B.S.) 2024

James Madison University

Harrisonburg, VA

Technical Certifications

Microsoft Power Up Program	Completed May 2025
Microsoft Power Platform Fundamentals (PL-900)	Certified March 2025
CompTIA SecurityX/CASP+™ CE	Certified March 2025
CompTIA Security+™ CE	Certified December 2024

Skills

- **SharePoint & Power Platform:** Power Apps, Power BI, Power Automate, Dataverse, Model-driven apps, Canvas apps, Custom connectors, Microsoft Power Platform suite, Business process flows
 - **Programming & Web Technologies:** Power FX, DAX, SQL, VBA, Python, HTML, CSS, JavaScript, Java
 - **Tools & Reporting:** Excel (pivot tables, complex functions), Power BI dashboards, Microsoft Access, Microsoft 365, Version control, Data visualization, Solution documentation
 - **Soft Skills:** Strong written and verbal communication, Requirements gathering, Stakeholder collaboration, Problem-solving, Customer-focused mindset, Teamwork, Adaptability, Time management, Documentation, Continuous learning
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Projects

Parking Solution - MS Power Up Program *Power Apps, Automate, BI* May 2025

- Designed and deployed a Power Platform solution to manage parking operations using a model-driven app for request processing and a canvas app for inspections

- Centralized data using Dataverse and configured custom forms, views, and subgrids to ensure data integrity and role-based access
- Streamlined operational workflows through Power Automate, managing approvals, status changes, and notifications
- Created a Power BI report to support data-driven decision-making and performance monitoring for parking operations

School Solution - MS Power Up Program *Power Apps, Automate, BI* April 2025

- Developed a model-driven app to log and track school maintenance issues, integrating SharePoint for document management and backend data synchronization
- Automated issue lifecycle management using Power Automate flows to handle approvals, alerts, and data updates
- Built Power BI dashboards to visualize service metrics and identify operational trends, improving issue response times and resource planning
- Gathered user requirements and delivered walkthroughs to support user adoption and ensure solution usability

Spreadsheet App *Ruby* December 2023

- Engineered a terminal-based spreadsheet tool in Ruby enabling structured data entry and formula-based computation
- Programmed a custom interpreter to evaluate cell expressions and support logical operations
- Structured development across four milestones: core data model, interpreter, terminal interface, and control flow enhancements

Professional Experience

Help Desk Technician at JMU April 2023 - May 2024

- Supported PowerApps users by troubleshooting app navigation and data issues, and assisted in SharePoint site management including permissions and document libraries
- Contributed to workflow improvements by facilitating PowerApps and SharePoint integration for better automation and collaboration
- Provided technical support for hardware, software, and network issues, managing incidents in ServiceNow to ensure timely resolution and enhance user satisfaction
- Utilized diagnostic tools (e.g., Nmap) to troubleshoot and resolve network/system problems, while assisting in identifying and escalating security incidents
- Guided users through password resets, application support, and security concerns, improving overall end-user experience

Site Manager at JMU Recreation August 2022 - May 2024

- 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
- 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