

BRENDON KUPSCH

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SUMMARY

Software engineer building agent and integration systems in Python, TypeScript, and PowerShell for a managed IT provider: systems now in daily production at law, accounting, consulting, and insurance clients, all shipped in the past six months. Sole developer of the ticketing, documentation, and intake automation the business runs on.

SKILLS

Languages: Python, TypeScript, JavaScript, Java, SQL, PowerShell, Bash

Backend and data: FastAPI, Express, Node.js, REST and webhook API design, SQLite, OAuth2, JWT service auth, HMAC verification, OData pagination

Frontend: React, TypeScript, Vite, Tailwind CSS, PWAs and service workers, Tauri, responsive design

LLM and agent engineering: prompt engineering, Anthropic Messages API, tool use / function calling (agent loops), Model Context Protocol (MCP) servers, JSON Schema tool definitions, RAG, prompt injection defense, least-privilege tool guardrails, token/cost tracking, LLM evals, local models (Ollama)

Platform and DevOps: Docker, Kubernetes (k3s), Helm, Ansible, Linux, Windows Server and Active Directory, VMware, systemd, Git, signed release automation, Caddy, Cloudflare Tunnel and Pages, Azure infrastructure-as-code, Microsoft Graph, Entra ID, Google Cloud APIs

Security: Entra ID Conditional Access and MFA, certificate-based app-only auth, Active Directory Certificate Services and LDAPS, zero-trust remote access (Entra Private Access), endpoint and TLS hardening, Microsoft 365 audit-log investigations

Vendor platforms: Microsoft 365 administration, Google Workspace, UniFi, and the PSA, RMM, and CMDB stack (Autotask, NinjaOne, Hudu)

EXPERIENCE

TeamLogic IT, Financial District

New York, NY

Systems Engineer, software engineering and integrations

Jul 2025 to Present

- Built an agent platform of 10 MCP servers exposing 112 tools over Autotask, Microsoft Graph, QuickBooks, UniFi, Phin, SharePoint, and Hudu: 1,887 tool calls logged in 6 weeks of daily operation, including 166 production writes into live business systems. Designed its guardrails (typed schemas, bounded call and turn budgets, read-only investigation tools, writes isolated in a separate process) and provisioned Graph app registrations with certificate app-only auth across 9 client Microsoft 365 tenants.
- Built the AI service accounts that now absorb the documentation load across two TeamLogic IT franchises on separate Autotask tenants: 817 notes on 239 tickets in their first 10 weeks, the largest non-system source of ticket documentation at TeamLogic Financial District, after handling 400 tickets and 1,049 ticket notes by hand on the same two tenants.
- Automated an insurance brokerage's client intake end to end: built an unattended Python pipeline on the client's own desktop that turns recorded broker calls into filed documents through local faster-whisper transcription (client audio never leaves the machine), 145 calls ingested and 23 documents published. Validated its classifier gate on 50 real calls; it passed the 2 genuine intakes and held back the 48 that would have filed as junk.
- Built and shipped the Clio practice-management connector that a law firm's attorney and legal assistant work through daily: role-scoped builds of 21 and 20 tools, confirm-gated writes, and a per-day local audit log, delivered as per-role Windows installers on 3 firm workstations. Sole author of its 11,000 lines of TypeScript.
- Built a CPA firm's SOP assistant (81 of 90 commits): staff get answers live from the firm's OneNote SOP corpus over Microsoft Graph, lookups that previously went to a person. Wrote its MCP tool server plus a mail and calendar toolset on the principal's seat.
- Support clients directly as the franchise's only technician, from first call through resolution, and own systems administration across every client environment.

Adaptive IT

Bayville, NJ

Service Desk Support Specialist, L2

Jul 2024 to Jul 2025

- Owned Level 2 escalations across Windows, macOS, Microsoft 365, and Google Workspace; converted recurring failures into runbooks.

Outlier AI

Remote

AI Model Evaluation, Contract

Jul 2024 to Jul 2025

- Graded and revised model outputs against multi-dimension rubrics, and designed edge-case prompts to expose failure modes.

CISO Global Inc.

Hopewell, NJ

IT Support and Intern

2019 to Nov 2023

- Standardized newly onboarded clients onto CISO's compliance and security stack across 3 onsite endpoint projects of 1,000+ devices each, and handled Level 2 support tickets. Started in 2019 at the IT firm later acquired by CISO Global, imaging and deploying laptops in batches for client onboarding.

EDUCATION AND CERTIFICATIONS

Marist University, Poughkeepsie, NY. B.S. Computer Science, May 2025. Coursework: prompt engineering.

Certifications: CompTIA Network+, NinjaOne Certified Technician, NinjaOne Certified Automation Specialist

PROJECTS

Valkyrie, self-hosted operations platform (TypeScript, React 19, Express, SQLite, Rust/Tauri 2)

368 commits, 88 signed releases, 10,926 LOC

- Ships one codebase as three apps: installable web, auto-updating desktop, and wall-display kiosk, over a 34-route Express API. Embeds a Claude agent that streams replies, alerts when a monitored service changes state, and builds signed Linux and Windows installers each release.

trade-bot, automated stock trading system (Python, SQLite, 15,316 LOC)

- Trades real money on fixed rules: stop-loss, gain trims, position limits, P&L reconciliation, and heartbeat alerts. Moved every trade decision onto those rules after 673 runs showed 59.1% of the model's output would not parse.

Faculty election platform, Marist University capstone (backend engineer, four-person team)

- Built the backend and the SAML single sign-on against the university's identity provider, delivered on a fixed semester deadline.