

# Alexander Bracken

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## SUMMARY

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Experienced IT professional specializing in cloud engineering, IT solutions management, and game development. Proven skills in AWS deployment, CI/CD pipelines, and digital asset creation. Strong background in interactive media, troubleshooting, and IT resource management. Effective leader with excellent communication and problem-solving abilities, ensuring operational consistency and scalable cloud solutions.

Residence Status: Spouse of Japanese National

## EXPERIENCE

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### Lead, IT Solutions | Indeed | Tokyo, Japan | April 2021 - Present

- **IT Equipment and Resource Management:** Managed IT equipment and resources for Indeed Japan's R&D offices, supporting over 1000 users throughout the Covid19 Pandemic and Hybrid/RTO periods.
- **Operational Consistency:** Ensured balanced utilization of team resources, maintaining consistency in ticket resolution, training, and project work.
- **Enterprise Printing Solution Implementation:** Designed, documented, and implemented Indeed's Global Enterprise Printing Solution for 18,000+ users.
- **Stakeholder Communication:** Developed and maintained effective communication channels with senior management, clients, and team members.

### Systems Support Specialist | University of Calgary | Calgary, Canada | May 2017 - January 2021

- **Knowledge Base Development:** Documented technology-related inquiries and solutions to compile comprehensive knowledge-base resources.
- **Technical Support and Troubleshooting:** Provided technical support and troubleshooting to optimize system performance.
- **IT Communication Coordination:** Coordinated technical communications and instructions to enhance organizational IT effectiveness.
- **Documentation Management:** Updated departmental documentation, including license databases, infrastructure maps, and FAQs, to maintain consistent response levels.

### Systems Administrator | Pythian | Ottawa, Canada | April 2014 - November 2014

- **Software Testing and Troubleshooting:** Conducted remote testing and troubleshooting for client server infrastructures to ensure operational readiness.
- **Sensitive Systems Management:** Managed and supported critical public infrastructure systems, ensuring reliability and security.
- **Software Compatibility and Integration:** Developed modification and integration programs to ensure software compatibility.
- **Network Monitoring and Issue Resolution:** Monitored networks and devices to promptly resolve technical problems.

### Systems Consultant | Long View Systems | Calgary, Canada | August 2012 - December 2013

- **Customer Liaison:** Acted as the primary liaison between customers and management, addressing and relaying feedback and concerns.
- **Security Operations Oversight:** Managed security operations for multiple client networks, systems, and maintenance protocols.
- **Operational and Security Improvement:** Continuously enhanced operational and security procedures for client environments, including systems administration and maintenance.
- **Security Evaluation and Remediation:** Routinely evaluated security measures and recommended remediations to stakeholders.

## EDUCATION

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BA. Communication and Media Studies | University of Calgary | Calgary, AB, Canada | 2021

EX. International Studies | Waseda University | Shinjuku, Tokyo, Japan | 2019

AS. Network Administration and Security | College for Arts and Technology | Kelowna, BC, Canada | 2011

## CERTIFICATIONS

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AWS Certified Security - Specialty | Amazon Web Services | 2024

AWS Certified SysOps Administrator - Associate | Amazon Web Services | 2024

AWS Certified Solutions Architect - Associate | Amazon Web Services | 2024

## PROJECTS

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### Japan Immigration Bureaus Statistics Dashboard | Hollow Souls | [dashboard.retrohazard.jp](https://dashboard.retrohazard.jp) | January 2025 - Present

- **Data Visualization Dashboard Development:** Designed and implemented a React-based dashboard to visualize Japanese immigration processing times using official datasets and predictive analytics.
- **Interactive Chart Integration:** Developed interactive stacked bar charts with customizable time ranges, enabling users to analyze application metrics.
- **Predictive Analytics Implementation:** Built an advanced estimator to monitor queue positions and forecast processing times by analyzing historical trends and incorporating 3-month rolling averages.
- **Modern Front-End Technologies:** Leveraged React, Chart.js, and Tailwind CSS to construct a responsive and visually engaging user interface for data exploration.
- **API Integration for Real-Time Data:** Integrated directly with Japan's e-Stat API to ensure accurate, up-to-date immigration statistics for reliable insights.

### Cloud Resume Challenge | Hollow Souls | [resume.retrohazard.jp](https://resume.retrohazard.jp) | April 2024 - Present

- **Hands-On Cloud Experience:** Completed the Cloud Resume Challenge, gaining practical experience in deploying a full-stack cloud project, including front-end, back-end, and database components on AWS.
- **CI/CD Pipeline Implementation:** Implemented Continuous Integration and Continuous Deployment (CI/CD) pipelines, automating the deployment process and ensuring seamless updates and maintenance.
- **Infrastructure as Code Proficiency:** Utilized Infrastructure as Code (IaC) tools such as AWS CloudFormation and Terraform to define and manage cloud infrastructure, demonstrating advanced cloud engineering skills.
- **Integration of Cloud Services:** Integrated various AWS services such as S3, Lambda, API Gateway, and DynamoDB, showcasing the ability to design and implement scalable and efficient cloud solutions.
- **Documentation and Version Control:** Documented project processes and maintained version control using Git and GitHub, ensuring clear communication and collaboration within the development team.

### Untitled Game Project | Hollow Souls | October 2023 - Present

- **Game Prototype Development:** Independently creating, designing, and coding a comprehensive game prototype, demonstrating expertise in end-to-end game development.
- **Gameplay Mechanics Design:** Defining core gameplay mechanics and determining interactions with players, ensuring an engaging and intuitive user experience.
- **Artistic Style and Environmental Design:** Building a detailed library of reference imagery to guide the artistic style and environmental design, ensuring visual coherence and aesthetic quality.
- **Digital Asset Creation:** Producing a range of high-quality digital assets for use in current and future projects, showcasing versatility and creativity in asset development.
- **Marketing Strategy Development:** Developing and implementing a marketing strategy tailored for social media and funding platforms, effectively promoting the project and engaging target audiences.
- **Methodology and Documentation:** Generating various methodologies for application construction and testing, and providing comprehensive documentation, ensuring a structured and efficient development process.

### Unreal Engine Marketplace Product - Interactive Switches | Hollow Souls | October 2022 - October 2022

- **Advanced Interactivity Implementation:** Designed and developed a comprehensive set of interactive switches for Unreal Engine, enhancing user engagement and interactivity within virtual environments.
- **Customizable Switch Framework:** Created a highly customizable switch framework allowing developers to easily integrate a variety of switch types and configurations, improving versatility and adaptability in project applications.
- **Blueprint Integration and Efficiency:** Utilized Unreal Engine's Blueprint system to streamline the implementation process, ensuring high efficiency and ease of use for developers, minimizing development time and resources.
- **High-Quality Visual and Functional Assets:** Delivered high-quality, fully functional switch assets with detailed visual fidelity, ensuring a professional and polished look for any game or simulation project.
- **Cross-Compatibility and Optimization:** Ensured cross-compatibility and optimization for various Unreal Engine versions, providing a reliable and stable solution for a wide range of development environments and platforms.

## SKILLS

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**Industry Knowledge:** Cloud Security Concepts and Standards, Cybersecurity Fundamentals, Risk Management, Compliance and Regulations, Identity and Access Management, Cloud Compliance, Vulnerability Assessment, Emerging Threats, Cloud Security Architecture, Security Best Practices

**Tools & Technologies:** Amazon Web Services (AWS), Encryption Technologies, Security Information and Event Management (SIEM), Network Security Tools, Automation Tools, Docker, CI/CD Tools, Linux, Python, Git

**Interpersonal Skills:** Critical Thinking, Problem Solving, Effective Communication, Team Collaboration, Adaptability, Leadership, Time Management, Initiative, Mediation, Cultural Awareness

**Languages:** English (Native), Japanese (Basic)