

Alexander Bracken

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SUMMARY

Versatile IT professional with 13+ years of experience in cloud solutions, information security, and project management. Expert in designing secure, scalable cloud architectures and leading cross-functional teams. Proficient in AWS, CI/CD pipelines, and IaC. Proven track record in driving digital transformation, optimizing IT operations, and ensuring compliance. Results-oriented leader leveraging cutting-edge technology to deliver measurable business value in Cloud Security Engineering.

Residence Status: Spouse of Japanese National

EXPERIENCE

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

- **Global Enterprise Printing Solution:** Chief architect and implementation lead for a Global Enterprise Printing Solution based in the cloud, improving printing reliability and scalability for over 10,000 users across multiple locations, reducing print-related issues by 80%, reducing costs by 45%, and increasing user satisfaction by 25%.
- **IT Asset and Inventory Management:** Implemented a comprehensive IT asset and inventory management system, achieving 99% accuracy in asset tracking, reducing procurement costs by 15%, and ensuring 100% compliance with organizational policies.
- **Project Management and Process Improvement:** Led process improvement initiatives and streamlined workflows, reducing average ticket resolution time by 30% and increasing user satisfaction scores by 20%.
- **Service Desk Operations and Stakeholder Communication:** Led the IT Service Desk team, ensuring timely resolution of technical issues while maintaining clear and effective communication with stakeholders to align support services with business needs.

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

- **Microsoft 365 and Azure Administration:** Managed and supported Office 365 and Azure Active Directory environments, including user account provisioning, group management, and troubleshooting authentication issues to ensure seamless operations for the Faculty of Arts department.
- **Active Directory and Dual-Platform Support:** Administered Active Directory for user access control and resource management, reducing access-related incidents by 50% and improving user experience across Windows and Mac systems in a mixed-platform environment.
- **System Upgrades and Maintenance:** Planned and executed system updates, security patches, and hardware upgrades across departmental servers and workstations, achieving 99.9% uptime and reducing security vulnerabilities by 70%.
- **End-User Support and Training:** Delivered technical support to faculty and staff, resolving hardware, software, and connectivity issues efficiently while conducting training sessions to enhance user proficiency with enterprise tools.

Site Reliability Engineer | Pythian | Ottawa, Canada | April 2014 - November 2014

- **System Monitoring and Incident Response:** Monitored large-scale distributed systems to ensure high availability and reliability, responding promptly to incidents to minimize downtime and maintain service-level objectives.
- **Automation and Infrastructure Management:** Developed and deployed automation scripts to streamline infrastructure management, reducing manual interventions by 60% and improving system scalability to support a 40% increase in workload without additional resources.
- **System Performance and Risk Management:** Improved system performance through preventative maintenance, tuning, and capacity planning, increasing system availability from 99.5% to 99.9%.
- **Collaboration and Documentation:** Partnered with development teams to improve release processes, documented operational procedures, and conducted post-incident reviews to drive continuous improvement across systems.

Network Operations Analyst | Long View Systems | Calgary, Canada | August 2012 - December 2013

- **Real-Time Network Monitoring and Incident Response:** Monitored cloud and on-premise network systems 24/7 to ensure high availability, reducing mean time to resolution (MTTR) for critical incidents by 40% and improving overall network availability to 99.99%.
- **Infrastructure Maintenance and Troubleshooting:** Maintained and repaired critical network components, including firewalls, IP switching, and remote access protocols, ensuring seamless operations across global cloud environments.
- **Documentation and Process Improvement:** Documented incidents, resolutions, and operational procedures while collaborating with teams to refine workflows, reducing time spent on knowledge transfer by 30% and increasing cross-team collaboration efficiency by 25%.

Field Engineer | Cloudwerx Data Solutions | Calgary, Canada | February 2011 - February 2012

- **VMware vSphere Infrastructure Management:** Administered and maintained VMware vSphere environments, ensuring 99.9% uptime for critical healthcare applications and reducing system downtime by 30% through active-passive monitoring and optimization techniques.
- **NetApp Storage Administration:** Managed NetApp storage systems for healthcare operations, implementing data protection strategies that improved backup efficiency by 40% and reduced data recovery time from hours to minutes.
- **Data Center Operations and Network Management:** Contributed to data center operations and Cisco IOS network configuration, resulting in a 25% improvement in overall infrastructure reliability.
- **Enterprise System Support:** Provided technical support for hosted solutions including Microsoft Exchange, Blackberry Enterprise, Citrix Cloud, and Sun Terminals, achieving a 98% first-call resolution rate and ensuring 100% compliance with Alberta Health's standards and regulations.
- **Disaster Recovery Planning:** Developed and implemented a comprehensive disaster recovery plan, reducing potential data loss by 60% and improving the organization's ability to maintain critical services during unforeseen events.

EDUCATION

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

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

Systems Security Certified Practitioner | ISC2 | 2014

PROJECTS

Japan Immigration Bureaus Statistics Dashboard | Hollow Souls | dashboard.retrohazard.jp

- **User Engagement and Data Visualization:** Designed and launched a React-based immigration statistics dashboard with customizable charts and user-controlled filtering, attracting over 2,000 users in the first 30 days and providing valuable insights into application trends and processing efficiency.
- **Predictive Modeling and Analytics:** Developed a processing time estimator using historical trends and 3-month rolling averages, creating a tool to forecast queue positions and completion dates, improving planning for applicants and reducing uncertainty.
- **Real-Time Data Integration:** Integrated Japan's e-Stat API for up-to-date immigration statistics, ensuring reliability and providing current insights for users, enhancing the dashboard's value and credibility.
- **Responsive Front-End Development:** Utilized React, Chart.js, and Tailwind CSS to deliver a mobile-friendly, visually appealing interface with theme support, improving user experience across devices.

Cloud Resume Challenge | Hollow Souls | resume.retrohazard.jp

- **Full-Stack Cloud Project:** Completed the Cloud Resume Challenge, deploying a comprehensive cloud project on AWS, gaining hands-on experience with Tier 1 cloud services, CI/CD pipelines, and Infrastructure as Code.
- **CI/CD and Infrastructure as Code Implementation:** Implemented CI/CD pipelines and utilized Infrastructure as Code tools, such as AWS CloudFormation and Terraform, automating the deployment process and ensuring seamless updates and maintenance.
- **Cloud Services Integration:** Integrated various AWS services such as S3, Lambda, API Gateway, and DynamoDB, showcasing the ability to design and implement scalable and efficient cloud solutions.

SKILLS

Industry Knowledge: Cloud Security Architecture & Best Practices, Cybersecurity Fundamentals, Risk Management, Compliance (e.g., GDPR, ISO 27001), Identity and Access Management (IAM), Vulnerability Assessment, Threat Mitigation, Cloud Compliance Standards (e.g., NIST, CIS Benchmarks)

Tools & Technologies: Amazon Web Services (AWS), Infrastructure as Code (IaC), Encryption Technologies, Security Information and Event Management (SIEM), Network Security Tools, Docker, CI/CD Pipelines, Python, Git, Linux

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

Languages: English (Native), Japanese (Basic)

