Alexander Bracken

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SUMMARY

IT Solutions leader with over 13 years of experience building secure, scalable cloud solutions and leading diverse teams. Skilled in AWS, Terraform, Kubernetes, identity management, and automation with Python and Bash. Experienced in CI/CD, GitHub, and Jira for streamlined project delivery. Always eager to learn and grow, I bring a results-driven approach and a passion for leveraging technology to drive business success.
Residence Status: Spouse of Japanese National

EXPERIENCE

BitMEX   Tokyo, Japan
Senior IAM Solutions Engineer   September 2025 - Present

Indeed   Tokyo, Japan
Lead, IT Solutions   April 2021 - September 2025
- **Global Printing Solution Implementation**: Designed and implemented a Global Enterprise Printing Solution, 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.

University of Calgary   Calgary, Canada
Senior Systems Specialist   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.

EDUCATION

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

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

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

SKILLS

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

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

Other Skills: Critical Thinking, Problem Solving, Effective Communication, Team Collaboration, People Management, Conflict Resolution, Organizational Effectiveness, Leadership, Adaptability, Time Management, Initiative

Languages: English (Native), Japanese (Basic)

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.

Unreal Engine Marketplace Product - Interactive Switches
Hollow Souls

- **Advanced Interactivity Implementation**: Designed and developed a comprehensive set of interactive switches for Unreal Engine, enhancing user engagement and interactivity within virtual environments.
- **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 across platforms. Refactoring reduced computational overhead by at least 35%.
- **Market Success and Efficiency**: Achieved over 200 unit sales in a competitive marketplace, significantly improving developer workflow and reducing implementation time for Unreal Engine projects.