

Alexander Bracken

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SUMMARY

Experienced IT professional with a strong focus on cloud solutions, information security, reliability, and project management. Proven expertise in designing scalable cloud architectures, implementing secure systems, and leading cross-functional teams to deliver innovative solutions. Skilled in AWS, CI/CD pipelines, Infrastructure as Code (IaC), and process optimization. Adept at driving digital transformation initiatives, managing IT operations, and ensuring compliance with industry standards. A results-oriented leader committed to delivering measurable business value through cutting-edge technology and strategic project execution.

Residence Status: Spouse of Japanese National

EXPERIENCE

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

- **Global Printing Solution Implementation:** Designed, documented, and successfully implemented the company's Global Enterprise Printing Solution, providing reliable and scalable printing services to over 10,000 users across multiple locations.
- **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.
- **IT Asset and Inventory Management:** Oversaw inventory management for IT hardware and software assets, ensuring accurate tracking, procurement planning, and compliance with organizational policies.
- **Project Management and Process Improvement:** Directed IT service-related projects from initiation to completion, streamlining workflows, optimizing service delivery processes, and driving continuous improvement initiatives to enhance user satisfaction.

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 while providing enterprise-level support for both 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 to maintain optimal performance and compliance with institutional standards.
- **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, reduce manual interventions, and enhance system scalability.
- **System Performance and Risk Management:** Improved system performance through tuning and capacity planning while identifying and addressing potential risks to prevent issues.
- **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, promptly identifying and resolving performance issues to minimize downtime.
- **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 and enhance the efficiency of network operations.
- **Vendor Coordination and Stakeholder Communication:** Managed vendor services for telecommunications and secure data storage while maintaining clear communication with stakeholders to align technical solutions with business objectives.

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 | January 2025 - Present

- **User Engagement and Impact:** Designed and launched a React-based immigration statistics dashboard, attracting over **2,000 unique users** in the first 30 days of availability.
- **Interactive Data Visualization:** Developed customizable charts (stacked bar, radar, bubble) with dynamic filtering to analyze application trends and processing efficiency.
- **Predictive Modeling and Analytics:** Built a processing time estimator using historical trends and 3-month rolling averages to forecast queue positions and completion dates.
- **Responsive Front-End Development:** Utilized React, Chart.js, and Tailwind CSS to deliver a mobile-friendly, visually appealing interface with theme support.
- **Real-Time Data Integration:** Connected to Japan's **e-Stat API** for accurate immigration statistics, ensuring reliability and up-to-date insights for users.

Cloud Resume Challenge | Hollow Souls | 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

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)