Alexander Bracken

Shinagawa, Tokyo, Japan in/agbracken resume.retrohzard.jp

SUMMARY

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

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

- **IT Equipment and Resource Management**: Managed IT equipment and resources for Indeed's R&D offices, supporting over 700 users during WFH 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 globally deployed Indeed's Enterprise Printing Solution for 18,000+ users.
- **SLA and SLO Monitoring**: Monitored team performance against SLAs and SLOs, ensuring customer-centric service delivery.
- **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

- **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.
- **Service Request Resolution**: Responded to service requests, delivering resolutions based on industry knowledge.
- **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 and onsite testing and troubleshooting for client server infrastructures to ensure operational readiness.
- **Sensitive Systems Management**: Managed and supported critical public infrastructure systems, ensuring their reliability and security.
- **Inventory Control**: Implemented inventory controls used to track and replenish IT equipment, supplies, tools, and replacement parts.
- **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.
- **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.
- **Compatibility Issue Identification**: Identified and resolved hardware and software compatibility issues.

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 | Centre for Arts and Technology | Kelowna, BC, Canada | 2011

CERTIFICATIONS

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

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 like AWS CloudFormation or 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 their interaction 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 that allows 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, which minimizes 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: Communications Strategy, Technical Analysis, Technical Support, IT Operations, Infrastructure, Risk Management, System Administration, IT Service Management (ITSM), Cybersecurity, Computer Security, System Maintenance, Networking, Help Desk Support, Data Backup Solutions, Cloud Solutions, Encryption, Vulnerability Assessment, CI/CD, Cloud Technologies, Interactive Media, Digital Media, 3D Modeling, Game Design, Creative Design

Tools & Technologies: ITIL, Active Directory, Microsoft Endpoint Configuration Manager, Microsoft Office, Windows Server, Linux, Microsoft 365, Federated Services, Amazon Web Services (AWS), React.js, Node.js, TailwindCSS, Git, Source Control, Automation, Scripting, Blender, Adobe Creative Suite, Houdini SideFX, Unreal Engine, Docker, JetBrains IDEs, C++, Python, Bash, Perl, JavaScript, Cypress, Google Workspace, Creative Cloud, GitHub, Perforce, Windows, Kali Linux, macOS

Interpersonal Skills: Communication, Critical Thinking, Analytical Skills, Cultural Awareness, Problem Solving, Time Management, Creativity, Leadership, Mediation, Resource Management

Languages: English (Native), Japanese (Basic)