

Alex Berenger Pike

Contact

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Core skills

HTML5
CSS & SCSS
JavaScript
Ruby on Rails
PostgreSQL
MERN (Mongo db, Express.js, React, Node.js)
CCNA (Cisco Certified Network Associate)
AWS Certified SysOps Administrator — Associate
AWS Certified Solutions Architect — Associate

Education

Advanced Level Apprenticeship for IT & Telecom Professionals in Business & IT Sector IT, Distinction

Richmond upon Thames College / 2010 — 2012
I established the foundation of my career in IT using the knowledge acquired from weekly classes in a practical working environment to be a productive member of the IT Support team and achieve a Distinction at the end of my course. Completion of this apprenticeship additionally grants me a Level 3 BTEC + NVQ for IT Professionals (EDEXCEL).

I am a dedicated and passionate IT professional with 9 years' experience. I care deeply about delivering the best possible experience to users, approaching every day with a growth-centered mindset.

Experience

Coder Academy: Full Stack Web Development Course

Sydney / August 2020 to present

Intensive study in full stack Web Development. Equivalent to 1 year of a 3 year Computer Science Undergraduate study.

PROJECTS

Two Sided Market Place: Sword Artisan Online

Written in Rails and JavaScript. A dynamic website where users can sign up, buy and sell Historical European Martial Arts equipment.

Terminal Application: Dungeons of Heck

Written in Ruby. A text based dungeon crawler experience where you take control of a humble doge on his quest to defeat BAD DOGS and NOISY APPLIANCES.

Portfolio Website: alexpike.work

Written in HTML and CSS. A static website to host and publish my work.

3rd Line Support Engineer and Regional Manager

Air Charter Service LTD / Hong Kong & London / August 2014 to December 2019

Managed comprehensive technical setup for the opening of 3 satellite offices. Established 2 bespoke systems developed use across the company globally. Migrated 2 offices from analogue to IPPBX systems. Established and enforced sustainable documentation standards, including best practices for various backend systems.

Conducted ongoing desktop and server management for 5 primary offices and 20 secondary offices globally, including user training. Liaised with providers and contractors for refurbishment projects, new services, upgrades to existing servers. Performed audio visual, printer & other peripheral support. Provided bespoke software support for in-house systems. Performed backups, system updates, and maintenance. Wrote corresponding documentation. Wrote custom scripts and queries to generate reports and automate tasks.

ICT Technician

Putney High School and Hampton Academy / London / Feb 2012 to July 2014

Provided quick resolutions in high-pressure environment to ensure classroom success. Created and deployed an updated system image to all PCs over Summer with limited resources. Maintained desktop and laptop hardware and software. Provided support for audio / visual, printer & other peripherals. Provided support for niche education software. Provided user training and support. Planned, implemented, and document group policies.