

# Alex Berenger Pike

## Contact

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## Core skills

HTML5

CSS & SCSS

JavaScript

Ruby on Rails

React & React Native

PostgreSQL

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 in the industry. I care deeply about delivering the best possible experience to customers, approaching every day with a growth-centered mindset.

I am a British citizen. **I have the right to live and work in Australia** (Temporary Skill Shortage Subsequent Entrant, Subclass 482, expiry Dec 2022). I will be applying for permanent residency in 2021. Sponsorship is provided by my partner's company. **I do not need visa or PR sponsorship.**

## Experience

### Full-stack web development intern

HealthBank / Sydney / March 2021 to April 2021

Write functionality and Rspec tests for back-end Ruby on Rails API. Work with the front-end React Native team to provide data, via GraphQL, for the development of HeathBank.io's mobile application.

### Diploma of Information Technology

Coder Academy / Sydney / August 2020 to February 2021

Intensive full-stack web development course. Equivalent to 1 year of a 3 year undergraduate study in Computer Science.

### 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.