

Contact

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Core skills

CCNA (Cisco Certified Network Associate)
AWS Certified SysOps Administrator – Associate
AWS Certified Solutions Architect – Associate
Windows Server 2016 (Group Policy, Active Directory, Hyper-V)
SQL, Powershell, and Python
Microsoft Exchange 2016 ECP
Dell PowerEdge & HPE Servers
Dell SonicWALL & Cisco ASA / Meraki
Sophos Enterprise Console
Workspace ONE - Intelligent Hub
ManageEngine - Desktop Central
Nagios XI

Education

Richmond upon Thames College
2010 – 2012

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

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).

Alex Berenger Pike

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. **I have the right to live and work in Australia (Temporary Skill Shortage Subsequent Entrant, Subclass 482).**

Experience

Relocation to Sydney

TSS Subsequent Entrant Subclass 482 Visa / December 2019 to present

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

Hampton Academy / London / June 2013 to July 2014

Similar responsibilities as per Putney High School. 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.

ICT Technician

Putney High School / London / Feb 2012 to June 2013

Primary focus on early learning departments. 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.