

Alexander (Alfie) James Parker

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Career Objective: Dedicated IT professional seeking to leverage software engineering and cybersecurity expertise in a dynamic team environment. Enthusiastic about continuous learning and career growth through hands-on experience with innovative technologies.

Education

Bachelor of Information Technology (Computer Science) Graduated September 2021 from Queensland University of Technology with a GPA of 5.038.

Professional Experience

Software Engineer and IT Support Manager

AnalytiCall / JTIT Computer Consultation

April 2020 to present

Early Years: I joined during the startup phase handling support and software engineering duties.

AnalytiCall Portal: I worked on a call centre software solution with hundreds of users and integrations with popular platforms such as Zoho CRM, Salesforce, NetSuite and others. Took on full DevOps and support responsibilities in 2022.

Transition to IT Support Manager: As the company shifted its focus to Managed Service Provider (MSP) services my role expanded to include IT Support Manager with the following additional responsibilities:

- Training and team development
- Collaborating with key clients
- Providing Level 2/3 support and handling escalations
- Scaling MSP business from 0 to over 1000 endpoints
- Increasing service offerings and support capabilities, growing the team from 3 to 10 members

Current focus: JTIT is focusing on transitioning to a Managed Security Service Provider (MSSP). We are building out offerings for SIEM/SOAR, Security Awareness Training, EDR as well as seeking ISO 27001 compliance.

Technical Skills

JavaScript/TypeScript
Node.js
React
Express

C#
SQL
DevOps
CI/CD

Python
PHP
Linux
Containerisation

Rust
Virtualisation
AD/Entra
APIs

Apache/Nginx
ES|QL
Git
AWS

References

John Taylor

Director of JTIT / AnalytiCall

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Marty Johnson

Previous manager at AnalytiCall

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