

Astrid Deak

British Citizen
Oldham, Greater Manchester

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Professional Summary

Disciplined, strategically minded, and analytically driven IT Operations & Cybersecurity Specialist with a strong foundation across software deployment lifecycles (SDLC), technical infrastructure management, and cross-functional project coordination. Proven expertise in high-compliance, high-stakes environments where project lifecycle enforcement, data integrity, and audit-quality documentation are absolute imperatives. Experienced in managing complex systems integrations, synchronizing deployment workflows between frontend platforms and multi-tenant architectures, and coordinating resources during critical upgrade windows. Highly adaptable, solutions-focused, and deeply interested in driving the secure deployment of modern, AI-driven applications.

Core Technology & Coordination Competencies

- **Software Lifecycle & Deployment Coordination:** Structuring release cycles, resource alignment for User Acceptance Testing (UAT), tracking client feedback, and managing post-upgrade optimization workflows.
 - **Systems Engineering & AI Integration:** Understanding of multi-tenant application design, decoupled frontend-backend architectures, server-side execution, and secure data synchronization frameworks for automated AI platforms.
 - **Incident Handling & Technical Triage:** Methodical log interpretation, diagnostic capturing, rapid anomaly isolation, and structured escalation protocols following strict organizational workflows.
 - **Operations & Resource Scheduling:** Directing field engineers, scheduling complex deployment interventions, managing operational priorities, and acting as a cross-functional communication bridge.
 - **Documentation & Compliance Standards:** Production of precise deployment records, compliance logs, standard operating procedures (SOPs), and high-fidelity technical documentation.
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Professional Experience

Lead IT & Cybersecurity Specialist – Alpha & Alpha Global Holdings

May 2026 – Present

- Architect and orchestrate secure, multi-tenant API systems integrated with decoupled frontend environments, ensuring smooth release management and zero-downtime deployment workflows.
 - Define and enforce enterprise-grade data isolation protocols and defensive guardrails, guaranteeing structural data integrity across continuous software upgrade cycles.
 - Design and implement secure authentication frameworks and access control layers to support scalable, automated infrastructure behaviors.
 - Analyze and optimize system infrastructure parameters to support the integration of automated workflows and modern AI-driven application layers.
 - Maintain comprehensive, audit-ready technical documentation and compliance mapping throughout all phases of the system deployment lifecycle.
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Customer Support Coordinator – Mitsubishi Electric, Manchester

January 2026 – Present

- Maintain accurate, audit-ready records across internal systems, ensuring total data integrity and procedural compliance during operational lifecycles.
- Perform initial technical triage of infrastructure and system issues, capturing detailed diagnostic data, and executing precise escalation workflows to engineering teams.
- Coordinate field engineers, schedule complex on-site interventions, and manage operational execution priorities using structured professional judgment.
- Produce precise incident and deployment documentation supporting complete traceability, accountability, and regulatory requirements.
- Act as the primary communication bridge between corporate clients, engineering assets, and senior leadership during critical technical incidents and service updates.
- Identify workflow bottlenecks and process gaps, contributing directly to operational improvements and deployment optimization.

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Security Operations & Management Roles – NHS, Corporate & Critical Infrastructure

2019 – 2025

- Delivered security operations across regulated, high-compliance environments
 - Enforced strict access control, identity verification and contractor authorisation
 - Responded to incidents, gathered facts and produced compliant, audit-quality reports
 - Performed safety checks, compliance audits and procedural enforcement
 - Coordinated with emergency services, NHS management and corporate teams during incidents
 - Maintained high-quality documentation aligned with organisational and regulatory standards
 - Oversaw multi-site operations, ensuring consistency, accuracy and procedural discipline
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Senior Business Consultant / Managing Partner – Smart Business Consulting Solutions LLP

2011 – 2021

- Delivered consulting projects within multidisciplinary teams, ensuring structured execution and documentation
 - Produced business plans, feasibility studies and technical documentation with high accuracy
 - Coordinated cross-functional workstreams, stakeholders and project timelines
 - Conducted research and analysis to support strategic decisions and risk assessments
 - Ensured compliance and accuracy across all project documentation
 - Prepared executive-level reports, recommendations and structured findings
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Education & Regulated Certifications

- **OFQUAL Level 6 Diploma in Information Technology** (BSc Hons Equivalent)
- **OFQUAL Level 5 Diploma in Cyber Security** (HND Equivalent)
- **Security Management Advanced Diploma** (Level 4, Distinction)
- **Leadership & Management Diplomas** (Level 5 & Level 4)
- **Advanced qualification in:** Forensic Psychology, Criminal Intelligence, Crime Analysis, Profiling

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Strategic Assets & Operational Attributes

- **Technical Communication:** Exceptional capacity for structure, clarity, and precision in engineering and deployment records; adept at translating intricate technology frameworks for non-technical clients.
 - **Rigorous Project Discipline:** Consistent, proactive adherence to standard operating procedures (SOPs), system release lifecycles, and timeline guardrails under pressure.
 - **Proactive Block Mitigation:** Highly effective at tracking User Acceptance Testing (UAT) feedback, isolating root causes of deployment failures, and removing operational blockers quickly.
 - **Mobility & Commitment:** Full tactical availability for on-site client engagement to analyze product adoption, alongside flexible scheduling for critical evening or weekend upgrade windows.
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