

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

Selected Technical Projects & Implementations (Astrid IT Lab)

Multi-Tenant SEO Amplifier & Security Core | Status: Fully Deployed & Integrated (July 2026)

- **Objective:** Engineered and deployed a secure, high-performance Multi-Tenant SEO routing architecture for cross-border enterprise digital assets.
- **Security Framework:** Implemented a multi-layered defense matrix including SHA-256 cryptographic token authentication, rigid Domain Whitelisting to prevent framework cloning, and dynamic Rate Limiting protocols to mitigate automated bot-scraping and brute-force vectors.

Proprietary Provenance Architecture for International Media | Status: In Active Engineering

- **Objective:** Developing an uncompromised, bot-resistant digital environment tailored for international art publishing platforms and hybrid AI-human workflows.
- **Security Framework:** Designing deep-level visual asset encryption and bespoke anti-scraping firewalls to protect high-resolution archives, specialized essays, and proprietary intellectual property.

Encrypted Spatial Workspaces & Automated Communication Matrices | Status: In Active Engineering

- **Objective:** Architecting a high-security, automated ecosystem designed to secure high-value legal and financial consultations between institutional galleries and global stakeholders.
- **Security Framework:** Integrating zero-trust virtual spatial environments with secure, automated communication protocols to ensure absolute data integrity and leak-proof operational flows.

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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.

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

Professional Qualifications & Accreditations

Level 6 Diploma in Information Technology (BSc Hons Equivalent) - 2026

- Regulated by Ofqual | Awarded by OTHM
- *Verify OTHM Credential*

Level 5 Qualification in Cyber Security (HND Equivalent) - 2025

- Regulated by Ofqual | Awarded by Qualifi
- *Verification available officially upon request*

Level 4 Security Management Advanced Diploma (Distinction) – 2021

- Regulated by Quality Licence Scheme | Stonebridge Associated Colleges
- *Verification available officially upon request*

Leadership & Management Diplomas (Level 5 & Level 4)

Advanced qualification in: Forensic Psychology, Criminal Intelligence, Crime Analysis, Profiling

- *Verification available officially upon request*

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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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