

# Indy Boterhoek

Consulting Developer - Associate | AWS, Azure, Cyber Security

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## SUMMARY

Software Developer with a passion for games and expertise in diverse programming languages including Java, C#, and C++. Passionate about leveraging advanced technologies like AWS and Docker to drive innovation and enhance client satisfaction.

## EXPERIENCE

### Consulting Developer - Associate

Eight Mile Plains

[Idea 11](#)

01/2024 - Present

Managed Service Provider

- Developed and maintained lambda functions, React front end, and API backends for various clients using AWS and Azure cloud services.
- Collaborated with cross-functional teams to provide development and support in multiple languages for client projects.
- Implemented innovative solutions to optimize performance and enhance user experience, resulting in increased client satisfaction.
- Contributed to the growth and success of Idea 11 by delivering high-quality solutions and exceeding client expectations.

### Client Services Engineer

Eight Mile Plains

[Idea 11](#)

07/2022 - 01/2024

Managed Service Provider

- Provided client services support including user account creation, networking, and system maintenance on-prem and in the cloud.
- Triaged incoming tickets, offered over-the-phone and in-person support, and wrote documentation.
- Implemented automation processes to streamline operations and improve efficiency in client services.
- Trained new client service engineers for our team.

### Information Technology Help Desk Support

Beenleigh

[BAU IT](#)

02/2020 - 07/2022

Managed Service Provider

- Provided IT help desk support for various companies, from fixing printers to deploying laptops.
- Managed a computer shop, selling, repairing, and quoting electronic devices.
- Built and sold a \$10,000 gaming computer, showcasing technical expertise and customer service skills.

### Co-Founder & Partner

Brisbane

[Red Wild](#)

01/2016 - 06/2020

Indie Game Studio

- Led a global team of 8 to develop an unreleased game on Unreal Engine 4, managing finances, recruitment, and development.
- Designed the game in C++ with blueprint elements for graphics team collaboration.
- Managed social media for the business and contributed to writing core components of the game.

### Administrator

Loganholme

[Main Constructions](#)

01/2019 - 02/2020

Construction

- Managed tendering process by sourcing contractors, requesting quotes, and organizing materials for construction projects.
- Implemented IT solutions including IP cameras, GPS tracking, and induction website for efficient site management.
- Oversaw office administration tasks such as data entry, procurement, and IT management for multiple sites.

## EDUCATION

### Certificate IV, Cyber Security

TAFE Queensland

01/2019 - 11/2019

## CERTIFICATION

### AWS Certified Developer – Associate

[Amazon Web Services \(AWS\)](#)

### AWS Certified Solutions Architect – Associate

[Amazon Web Services \(AWS\)](#)

### Microsoft Certified: Azure Developer Associate

[Microsoft](#)

## **SKILLS**

Software Development, Software Development Life Cycle (SDLC), C#, Lua, Game Design, Game Development, Social Media Marketing, C++, 3D Modeling, Unreal Engine 4, IP Cameras, Tender Preparation, Office Administration, GPS Tracking, MYOB, Invoicing, Meeting Scheduling, Procurement, Microsoft Project, Windows 7, Microsoft Excel, Customer Service, Microsoft Word, Windows 10, Microsoft Office, Computer Hardware, Computer Repair, Voice over IP (VoIP), Networking, Information Security, Sales, Web Development, WordPress, Remote Troubleshooting, Troubleshooting, Employee Training, Ticketing Systems, System Monitoring