YOHAN FERNANDES

Software Developer | Cybersecurity & AI Development | IT Operations & Data Centre

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PROFESSIONAL PROFILE

Software Developer with an MSc in Cybersecurity (Distinction) from Northumbria University and a BE in Computer Engineering. Currently building the web platform for GetOnIt, following nearly three years in IT operations at Octaplus Supercharged Internet across 1st, 2nd, and 3rd line support, servers, networks, and 24/7 operations. Proven track record of 95% first-contact resolution and 98% user satisfaction across high-volume, international support environments. Founder of Scape Software, with 7 live production web applications independently built and deployed using Next.js, React, TypeScript, Node.js, PostgreSQL, and the Claude API. Background also spans UI/UX quality assurance testing. Available for permanent, contract, and fixed-term roles across software and AI development, IT support, infrastructure, cybersecurity, and QA. Based in Bracknell, open to relocation. Open to on-site, remote, and hybrid roles.

WORK EXPERIENCE

GetOnIt — Bracknell, UK

Aug 2026 – Present

Software Developer

- Build and run the full web platform for GetOnIt end to end, using Next.js, TypeScript, PostgreSQL (Prisma) and Stripe.
- Shipped the marketing site, signup and checkout, and a customer portal showing live usage from the mobile network.
- Built an in-house CRM for the team: support tickets and live chat, promo and referral codes, an ambassador programme, and the GetOnIt Club local-business perks.

Scape Software — scapesoftware.com

Jan 2025 – Present

Founder & Full-Stack AI Developer

- Founded and independently operate a software company delivering AI-powered web applications, with full-cycle technical ownership from architecture to production deployment.
- Designed, built, and deployed 7 live applications using Next.js, React, TypeScript, Node.js + Express, Tailwind CSS, PostgreSQL (Prisma), MongoDB, SQLite, and Redis, with Stripe payments, real-time features (Socket.IO, WebRTC), and the Claude API (Anthropic) for AI features.
- Flagship product: Scape Restaurant Suite, a multi-tenant restaurant SaaS with a website builder, online ordering, QR table ordering, and a browser-based POS.
- Manage the full infrastructure: VPS hosting, Nginx reverse proxy, PM2 process management, Cloudflare, SSL/TLS, transactional email (Brevo), and security hardening (Helmet, CSP, rate limiting, CORS).
- Use Claude Code (AI-assisted development tooling) to accelerate architecture decisions, debugging, and deployment workflows.

Octaplus Supercharged Internet — Bracknell, UK

Nov 2023 – Aug 2026

IT Operations Specialist | Data Centre Technician | Technical Support Engineer

- Delivered 1st, 2nd, and 3rd line IT support as sole technical contact during 6-hour shifts in a 24/7 operation — resolving 95% of hardware, software, networking, and account issues on first contact.
- Managed the full incident lifecycle in Zoho Desk, achieving 99% SLA compliance across 200+ monthly tickets through structured triage, prioritisation, and root-cause resolution.
- Administered Windows Server environments including Active Directory user accounts, group policy, OUs, system updates, and performance monitoring across production infrastructure.
- Configured and maintained LAN/WAN network infrastructure: switches, routers, access points, DNS, DHCP, VLANs, and structured cabling.
- Installed and maintained server hardware, managed firmware updates, backup monitoring, and proactive diagnostics.
- Provided remote technical support (RDP, TeamViewer, SSH) for 150+ users weekly across diverse hardware, OS, and application environments including Windows 10/11, Linux, and macOS.
- Supported VoIP configuration and telephony infrastructure troubleshooting across a multi-site environment.
- Collaborated with NOC engineers on P1/P2 critical escalations, contributing to a 40% reduction in mean time to resolution.
- Deployed and configured 200+ end-user devices monthly, maintaining accurate hardware inventory documentation.

- Maintained a 98% customer satisfaction rating across all user-facing support interactions, including non-technical and international users.

JD Sports PLC — London
Nov 2022 – Sept 2023

Sales Assistant

- Delivered customer service excellence in a high-footfall flagship retail environment, developing strong communication and interpersonal skills applicable to client-facing IT roles.
- Operated POS systems and maintained stock operations across peak trading periods with flexible shift patterns including nights and weekends.

Spyke Social — India
Aug 2021 – Aug 2022

UI/UX Quality Assurance Tester

- Conducted structured UI/UX testing across web and mobile interfaces, evaluating functionality, visual design consistency, and usability against product requirements.
- Documented and reported bugs, design inconsistencies, and usability issues with clear reproduction steps, enabling the development team to resolve defects efficiently.
- Provided actionable feedback on user flows, navigation, and interface layout to improve overall user experience before release.
- Collaborated with designers and developers to retest resolved issues and verify fixes met the original design intent.

EDUCATION & QUALIFICATIONS

MSc Cybersecurity — Distinction
2024

Northumbria University, Newcastle, UK · Network Security, Risk Management, Compliance & Frameworks, Information Governance, Incident Response

- **Cyber Warfare Defence Strategy (Thesis):** built an ML-based threat detection system, ran cyberattack simulations, and proposed a national defence strategy and education initiative.
- **V2X IoT Security for Smart Vehicles:** evaluated EV V2X vulnerabilities and proposed a lightweight IoT security framework.
- **Information Governance Policy:** drafted a full policy for a non-profit health organisation based on GDPR and ISO 27001.
- **Citrix Vulnerability Case Study:** analysed the CVE-2019-19781 exploit and proposed mitigation strategies aligned with NIST.

BE Computer Engineering — Honours
2021

Goa University, India · Networking, Operating Systems, Databases, Web Technologies, Data Structures, Programming

- **GRADE-LINK (Thesis):** automated result management system.

TECHNICAL SKILLS

Development: TypeScript, JavaScript, React, Next.js, Node.js, Express, Tailwind CSS, Vite, PostgreSQL, Prisma, MongoDB, SQLite, Redis, Socket.IO, WebRTC, Stripe, REST APIs, Git & GitHub, Figma

AI: Claude API, Claude Code, OpenAI API, LLM integration, prompt engineering, agentic AI, AI-assisted development

Security & DevOps: Nginx, PM2, Cloudflare, VPS deployment, AWS S3, SSL/TLS, Helmet & CSP, rate limiting, JWT & OAuth, CORS, technical documentation

Cybersecurity: ISO 27001, NIST, GDPR, system hardening, access control, network security, vulnerability assessment (MSc Distinction)

Operating Systems: Windows 10/11, Windows Server 2016/2019, Linux (Ubuntu, CentOS), macOS

Networking: TCP/IP, DNS, DHCP, VLANs, LAN/WAN, Wi-Fi, switches, routers, VPN, structured cabling, firewall fundamentals

Infrastructure: Server installation & maintenance, hardware diagnostics, backup & recovery, firmware updates, NOC support, data centre operations

Identity & Access: Active Directory, Group Policy, Microsoft 365 / Office 365 Admin, user lifecycle management, MFA

ITSM & Support: Zoho Desk, incident/change/problem management, SLA management, remote support (RDP, TeamViewer, SSH), VoIP

UI/UX & QA: UI/UX testing, functional & usability testing, bug reporting & reproduction, design consistency review, cross-platform testing (web & mobile), defect lifecycle management

AVAILABILITY & PREFERENCES

Work Type: Permanent, Contract, Fixed-Term · **Location:** Remote / Hybrid / Bracknell / London