

PRINCE RICHARD OSARO

IT Support Specialist | Cybersecurity & SOC Analyst | Networking & Systems Administration

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PROFESSIONAL SUMMARY

Multi-certified IT Support and Cybersecurity Analyst with proven experience in networking, server administration, IT operations, and security monitoring. Skilled in configuring and managing Windows/Linux servers, Active Directory, VPNs, VLANs, TCP/IP networks, and cloud environments (Google Cloud, VMware, Hyper-V). Known for improving IT efficiency by 40%+ through automation, streamlining support operations, and enhancing system uptime. Adept at documenting IT policies, training staff, and integrating SIEM tools for proactive monitoring and threat detection.

CORE SKILLS

- Networking & Security: TCP/IP, LAN/WAN, VLANs, VPNs, Firewall Configurations, Wireshark, Nmap
- Server & Systems Administration: Windows Server 2019/2022, Linux (Ubuntu, Kali), Active Directory, DNS, DHCP, Group Policy, Backup & Recovery
- Cloud & Virtualization: Google Cloud, VMware, Hyper-V, VirtualBox
- Cybersecurity & SOC: Splunk, Sysmon, Incident Response, Vulnerability Assessment (OWASP ZAP, Burp Suite), Risk Assessment
- Automation & Scripting: PowerShell, Bash, Python – increased process efficiency by 50% with automated scripts
- IT Support: Endpoint Provisioning, Remote Support, User & Access Management, Microsoft 365, Entra ID (Azure AD), Intune (MDM), Service Management (Jira, Freshservice, ServiceNow), System Audits
- Documentation & Training: Technical Writing, SOP Development, User Training – reduced onboarding time by 30%

CERTIFICATIONS

- Google Cloud Cybersecurity – Coursera (2025)
- Google Cybersecurity Certificate – Coursera (2025)
- ISC2 Certified in Cybersecurity (CC)
- Microsoft Cybersecurity Analyst – Coursera
- Google IT Support & IT Automation with Python – Coursera
- IBM & ISC2 Cybersecurity Specialist – Coursera

- IBM Generative AI Fundamentals – Coursera

PROJECTS

- Enterprise Active Directory Lab with SOC Integration (Jul 2025 – Present)
Designed a multi-server Windows AD environment with domain controllers, GPOs, and RBAC policies, improving security compliance by 70%.
Automated user provisioning with PowerShell, reducing onboarding time by 80%.
Integrated Splunk + Sysmon for real-time log correlation, improving detection speed by 60%.
- Weekly SSH System Report Script (Automation)
Built a Linux Bash script for server health reporting, increasing visibility of system performance by 90%.
Reduced manual reporting workload by 6+ hours per week through cron job automation.
- Incident Response Plan Templates (Sector-Specific)
Authored NIST-aligned playbooks that reduced incident response planning time by 45% across Finance, Healthcare, Retail, and Manufacturing sectors.
- Ecommerce Web Store – Bootstrap & JavaScript
Designed a responsive e-commerce platform with optimized UI/UX, achieving 100% mobile compatibility.
Improved page performance and load times by 35% using clean Bootstrap components and JavaScript.

EXPERIENCE

- ICT Support Technician | Living Faith Church Worldwide | Jul 2025 – Present
Providing technical support for staff across multiple offices, resolving hardware, software, and network issues.
Assisting in server and system maintenance, including workstation setup, internet infrastructure, and printers.
Supporting user account management and access controls.
- Cybersecurity Intern | Torilo Academy | Feb 2025 – Jul 2025
Conducted vulnerability assessments using OWASP ZAP and Burp Suite.
Drafted risk assessment reports with remediation strategies.
Assisted with incident monitoring and IT support, including troubleshooting endpoints and networks.

EDUCATION

- B.Sc. Accounting – University of Benin, Nigeria (2021)
- Cybersecurity Mastery & Ethical Hacking – Torilo Academy (Feb – Jul 2025)