

Kingsley Otoo

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Professional Profile

Entry-level IT Support professional with hands-on experience supporting Windows 11 systems in Active Directory domain environments. Demonstrated capability in user and group administration, DNS troubleshooting, Group Policy enforcement, file share access control, and structured validation. Transitioning from a decade-long career in property management, bringing strong incident handling, documentation, and customer service skills. Google Cybersecurity certified and CompTIA A+ Core 1 qualified, with active lab-based experience aligned to MSP and internal IT environments.

Key Technical Skills

- Windows 10/11 administration and troubleshooting
- Windows Server 2022, Active Directory, DNS, DHCP
- Group Policy (security, restrictions, drive mapping)
- User, group, and OU administration
- File sharing and NTFS permissions
- PowerShell fundamentals for administration
- Ticket-style troubleshooting and documentation
- Log analysis and root cause investigation

Certifications

- CompTIA A+ Core 1 - 28 Nov 2025
- CompTIA A+ Core 2 - In Progress
- Google Cybersecurity Professional Certificate
- NRLA Accredited Landlord - 2016 to 2022
- Higher National Diploma (HND) - Business Administration | 2004

IT Projects & Hands-On Experience

Windows 11 & Active Directory Home Lab — Personal Technical Portfolio

- Built and documented a full Windows enterprise-style lab using VMware Workstation
- Deployed Windows Server 2022 Domain Controller with AD-integrated DNS
- Joined Windows 11 clients to the domain and validated authentication
- Designed OU structure and delegated administrative permissions
- Implemented Group Policies for security hardening, user restrictions, and drive mapping
- Diagnosed and resolved DNS failures impacting domain connectivity
- Validated policy application using gpupdate, gprestart, and RSOP

- Implemented and tested file shares with NTFS and share permissions
- Documented troubleshooting steps and outcomes in a professional portfolio

Tools & Technologies:

Active Directory Users and Computers (ADUC), Group Policy Management Console (GPMC), Event Viewer, Task Scheduler, gpupdate, gprestart, RSOP, VMware Workstation, PowerShell

Azure Home SOC & Microsoft Sentinel Lab

- Built a cloud-based SOC environment using Microsoft Azure
- Deployed honeypot VM and ingested logs into Log Analytics
- Configured Microsoft Sentinel SIEM
- Used KQL to analyse attack patterns and security events
- Developed incident investigation and cloud security awareness

Professional Experience

Property Manager — Self-Managed Portfolio | Aug 2011 – Nov 2022

- Managed end-to-end operations for a portfolio of 22 residential properties, coordinating multiple stakeholders including corporate clients, universities, tenants, contractors, and suppliers.
- Prepared and followed up on quotations, contracts, and service agreements; maintained complete client/property files and compliance documentation.
- Created regular operational and financial overviews (repairs, budgets, timelines, supplier performance) to support decision-making and service quality.
- Handled high-volume incoming requests, triaged issues, prioritised work, and escalated complex cases—ensuring timely resolution and clear communication.
- Conducted needs analysis to identify client risks and improvement opportunities, implementing corrective actions and preventative processes.
- Maintained accurate records and audit trails, handling confidential information in line with data protection and compliance requirements.

Financial Advisor — Welbeck Consulting | 2007 – 2009

- Analysed client financial information, objectives, and risk profiles, translating data into structured reports to support advisory recommendations.
- Produced management and compliance documentation, including suitability reports, KPI summaries, and audit-ready client files in line with regulatory requirements.
- Maintained accurate client records and controlled documentation workflows, ensuring data integrity, version control, and timely updates.
- Coordinated client communications, scheduling follow-ups, tracking actions, and ensuring queries and documentation requests were resolved to closure.

- Supported compliance processes by ensuring disclosures, confirmations, and records met required standards and internal controls.
- Identified gaps or inconsistencies in client data, escalating issues and collaborating with senior advisors to implement corrective actions.

Setting Out Engineer — Byrn Bros | 2005 – 2007

- Set out building elements and site works using engineering drawings and specifications, ensuring accurate positioning and adherence to tolerances.
- Interpreted technical drawings, levels, and coordinate data to translate design intent into executable site instructions for groundworks and construction teams.
- Coordinated daily work plans with site supervisors and subcontractors, sequencing tasks to reduce rework and keep activities aligned to program milestones.
- Conducted ongoing quality checks (line/level/dimensions), identified variances early, and implemented corrective actions in collaboration with the site team.
- Produced clear progress updates and quality documentation, including measurements, as-built notes, and issue logs to support handover and compliance.
- Supported change control by flagging design clashes or scope discrepancies, raising RFIs/queries where required, and tracking resolutions to closure.
- Maintained accurate site records and controlled versioning of drawings/specs to ensure teams worked from the latest approved information.

Selected Projects (Evidence of Structured Delivery)

- Active Directory Home Lab (VMware): planned and executed a multi-step build with documented requirements, configuration baselines, and troubleshooting scenarios; strengthened structured problem-solving and documentation discipline.
- Azure Home SOC / Microsoft Sentinel Lab: built a cloud-based monitoring environment and produced analysis outputs (KQL queries, dashboards) demonstrating analytical reporting and attention to detail.

Languages

- English — Fluent (spoken and written)