

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. Demonstrates job-ready capability in user and group administration, DNS and authentication troubleshooting, Group Policy enforcement, file share access control, and structured incident validation. Transitioning from a decade-long career in property management, bringing strong incident handling, documentation discipline, and customer-facing communication skills. Google Cybersecurity certified and CompTIA A+ Core 1 qualified, with active lab-based experience aligned to MSP and internal IT Service Desk operations.

Key Technical Skills

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

Certifications

- CompTIA A+ Core 1 – Passed
- CompTIA A+ Core 2 – In Progress
- Google Cybersecurity Professional Certificate
- NRLA Accredited Landlord (2013–2022)
- Higher National Diploma (HND) – Business Administration (2004)

IT Projects & Hands-On Experience

Windows 11 & Active Directory Home Lab — Personal Technical Portfolio

- Designed, built, and documented an enterprise-style Windows support lab using VMware Workstation.
- Deployed Windows Server 2022 as a Domain Controller with AD-integrated DNS.
- Joined Windows 11 clients to the domain and validated authentication and policy application.
- Created and managed OUs, users, groups, and delegated administrative permissions.
- Implemented Group Policies for security hardening, user restrictions, and drive mapping.

- Investigated and resolved DNS and Group Policy issues impacting domain connectivity and user access.
- Validated fixes using gpupdate, gpresult, RSOP, and Event Viewer.
- Documented incidents in ticket-style format with supporting evidence.

Tools & Technologies

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

Professional Experience

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

- Managed end-to-end operations for a portfolio of 22 residential properties.
- Handled high-volume incoming requests, triaged incidents, prioritised work, and escalated complex cases.
- Maintained accurate records and audit trails, handling confidential information in line with compliance requirements.
- Worked to service-level expectations by prioritising incidents and ensuring timely resolution or escalation with clear documentation.

Financial Advisor — Welbeck Consulting | 2007 – 2009

- Analysed client financial data and produced structured reports and compliance documentation.
- Maintained accurate client records, version control, and audit-ready documentation workflows.

Languages

English — Fluent