Prokhor Ryazanov

👥 Personal

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🎓 Education and Qualifications

Bachelor of Applied Computer Science (concentration: cybersecurity)   Sept 2021 - Jan 2026
Howest University, Brugge

☰ Skills

- Cybersecurity: network security and pentesting, vulnerability assessment, web and mobile security
- Linux: LUKS, TPM, Secure Boot, UKI
- Virtualization: VMWare, Proxmox, QEMU/KVM
- Automation: Ansible
- Soft skills: Excellent Communication, People Management, Fluent in 4 Languages

💼 Work experience

Senior Help Desk Analyst   Oct 2023 - Present
HCLTech, Remote

- Supervise a shift of up to 10 support analysts, ensuring operational continuity and serving as the primary escalation point for business-critical technical incidents.
- Direct Quality Assurance workflows, performing regular audits and quality checks to ensure team adherence to service protocols and client SLAs.
- Lead onboarding and training initiatives for new hires, conducting knowledge-sharing sessions and establishing best practices for troubleshooting and documentation.

Linux Security Research Intern   Feb 2025 - Jun 2025
Piros, Everberg

- Investigated Linux pre-boot vulnerabilities and hardware-backed security measures including TPM, PCR, and UKI-based disk encryption (LUKS).
- Implemented autoscaling and monitoring solutions in OpenShift using Keda and Prometheus for Nginx-based microservices.
- Managed Docker/Kubernetes container lifecycles and leveraged Ansible to automate infrastructure provisioning.

Help Desk Analyst   Jun 2021 - Oct 2023
HCLTech, Remote

- Provided end-to-end technical and software support for Pfizer clinical trials, resolving complex issues through data-driven troubleshooting and actionable solutions.
- Managed high-volume support requests via enterprise ticketing systems, ensuring seamless operational continuity for global users.
- Achieved 100% production utilisation and maintained a 95%+ quality score, consistently exceeding performance and accuracy benchmarks.