

LAURENT GATEFAIT

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Cybersecurity Professional , Trusted Advisor , 14+ years as Cloud Tech Support manger

Summary

Pivoting into cybersecurity through formal training and hands-on projects with a strong foundation in Linux, networking, AI security and security principles, alongside excellent stakeholder engagement, agile leadership and cross collaboration skills. Former Google Cloud Support vendor partner manager Workspace, Enterprise & GCP. Relish in problem solving, automation, LLM security, and contributing to secure, scalable solutions.

Skills

- **OS:** Linux Kali, Ubuntu, MacOS, Chrome OS, Windows
- **Networking:** System & Network Admin, Net monitoring Wireshark, Nmap, log reading, Wifi, LAN config, Router & Firewall config
- **Cybersecurity:** Cryptography, IAM, Risk analysis & management, Incident Response, Security frameworks NIST & ISO, Vulnerability management Nessus, Offensive & Defensive strategies, DevSecOps.
- Foundational knowledge of **Cloud platforms** mainly GCP IaaS/PaaS/SaaS
- **Management:** AGILE WoW, Client mgmt, Leadership, Program mgmt, KPI Performance (data driven), Strategic Planning, Business development, Innovation
- **People skills:** strong presentation skills, confident & concise communicator at all levels: client, employees, executive
- **Soft skills:** customer centric, analytical, curious, adaptive, trusted advisor

Education

Institute of Data, UTS - Cyber Security Program Jun -Sep 2025

Curriculum overview: Cybersecurity fundamentals, economics, and security architecture; Network security foundations; Offensive and Defensive techniques, threat modeling; Incident response lifecycle, security frameworks, threat intelligence and SIEM, SOAR, XDR tools; cryptography fundamentals; Standards, compliance and cybersecurity laws & regulations; Agile frameworks; Cloud technologies & security models; Risk reviews, cyberattack assessments; Successfully completed over 150hrs of hands-on labs simulating real-world security scenarios in all modules.

Certifications

Intro to Linux – The Linux Foundation -May 2025

ISO/IEC 27001 Trained -Jul 2022

Six Sigma DMAIC -Sep 2015

CompTIA Security+ in progress -2025

AWS Certified CloudOps Engineer - Associate -planned

Projects & Cyber Experience

Capstone: development of “<Prompt/Jester>” — a free, lightweight, and local tool for automated LLM prompt-injection vulnerability testing. Built on n8n with AI-driven automation & analysis, it offers flexible reporting, SIEM/SOAR integrations, and enterprise-ready scalability.

Course labs: VM installation and config, Asymmetric and Symmetric encryption, PKI and Web hardening, Nessus scanning, Wireshark analysis, Writing incident reports, Web app sec DVWA, MetaSploit, Overthewire:Bandit level12, User and group access management , Log review, shell scripting , collecting digital evidence.

Home projects: router hardening, Docker config, DNS records, Cloudflare tunneling, AI API calling and OAuth config, Subnet config, n8n automation workflows

Cloud Projects: AWS Skill Builder & Labs -planned

Experience

Global Operations Manager, Concentrix,formerly Webhelp, Google Cloud Vendor, 2022-2025.

- **Roles & responsibilities:** KPI management and accountability, change & risk management, RFPs, escalation point, client management, strategic planning, proposals & innovation, executive business reviews preparation and delivery.
- **Major achievements:** Proposal, adoption, coordination of a new support operation model, for an improved customer experience, efficiency gains and client cost benefits. Developed & successfully carried out a market action plan for a severe ongoing backlog issue, including future preventive actions. Conception and implementation of Escalation prediction tool using ML and BI.

Global Customer Experience Manager, Webhelp,Google Cloud Vendor, 2020–2022

- **Roles & responsibilities:** owned global CX & service design, CX KPI responsible, global compliance & audits, change management, RFPs, escalation point, client relations, proposals & innovation, business reviews.
- **Major achievements:** part of a global team that proposed, developed and implemented a long-term location transition strategy of various teams & programs (totalling approx 350HC), for a \$1M+ cost benefit annually for the client. Reaching and maintaining CSAT for our Japanese market which was not achieved by the previous vendor partner. Conception, development and implementation of global standardised performance management model across all regions and programs. Conception and implementation of a VoC Sentiment analysis tool, resulting in up to 5% increase in CSAT per individual targeted.

Frontline Team Manager, Webhelp, Google Cloud Vendor, 2017-2020

- **Roles & responsibilities:** Engineer team management, Incident triaging, KPI & performance management, staffing ops, recruitment, risk management & security audits -QA, client relations, Ops business reviews.
- **Major achievements:** Conception, development and implementation of a live coaching program by QAs resulting in significant individual and team KPI performance improvements. Development and implementation of a “Nesting” program designed to better prepare newly onboarded members with more practical experience, resulting in a faster speed to proficiency and improved retention. Conception, development and implementation of a coaching effectiveness framework to identify ineffectiveness and inefficiencies in coaching and coaches.

Quality & Training Manager, Webhelp, Google Cloud Vendor, 2014-2017

Led onboarding & quality training for Google gSuite/gTech support. Amongst various roles and responsibilities, implemented secure handling protocols for PII and GDPR compliance.

Quality Lead, Webhelp, Google Cloud Vendor, 2013-2014

Leading teams of QAs for Google Workspace support. Amongst various roles and responsibilities, ensured correct adherence to compliance and internal policies.

Programming Languages

Shell scripting - beginner

Python - beginner