

LAURENT GATEFAIT

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Cyber Security Professional | 14+ Years Technical Support & Operational Experience

Summary

Certified Cyber Security Professional (CCSP) through formal training and hands-on projects with a strong foundation in Linux, networking, AI security, and security principles. Several years in level 1&2 IT support roles. Excellent stakeholder engagement, agile leadership and cross collaboration. Former Google Cloud Support vendor partner manager Workspace & GCP. Relish in problem solving, automation, LLM security, and contributing to secure, scalable solutions. Excited to get back into a technical role and focusing on technical skill development.

Skills

- **Operating Systems:** Linux (Kali, Ubuntu) with experience in Linux server administration & shell scripting (Bash); macOS; Chrome OS; Windows; OS configuration, patching.
- **Networking:** IP addressing, OSI model, System & network administration; network monitoring (Wireshark); scanning & enumeration (Nmap); log analysis; WiFi/LAN configuration; router & firewall configuration; VLAN fundamentals; secure network segmentation principles.
- **Cybersecurity:** Cryptography (certificates, SSO, MFA); IAM; risk analysis & management; incident response; security frameworks (NIST, ISO); vulnerability management with Nessus; offensive & defensive security strategies; DevSecOps fundamentals; endpoint security; SIEM/SOC basics; EDR tools; secure configuration and compliance.
- **Cloud & Virtualization:** Foundational knowledge of GCP and AWS (IaaS/PaaS/SaaS); cloud security basics; IAM & policy configuration; VM deployment & management; storage/networking fundamentals; hybrid environments; virtualisation with VMware/VirtualBox/Hyper-V/UTM.
- **Problem Solving & Troubleshooting:** highly skilled troubleshooting (Hardware/Software); Root Cause Analysis (RCA); critical thinking; innovative; forward thinking; curious & continuous learner.
- **Soft Skills:** Expert customer service skills; clear concise communication (verbal & written) at all levels (client, employee, executive); ability to translate complex technical concepts for non-technical stakeholders. Strong presentation skills; collaborative and adaptive; customer-centric; trusted advisor (see lglabs.net).
- **Project & Program Management:** Proven track record leading small to large cross-cultural teams globally, consistently achieving KPIs/SLAs, improving operational efficiency, and driving significant cost reductions. Highly skilled in stakeholder engagement, Agile WoW, conflict resolution, client management, leadership, strategic planning, business development, and innovation.

Education

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

- Covering Cybersecurity principals, network security foundations, offensive and defensive techniques, threat modeling, and incident response.
- Successfully completed over **150hrs of hands-on labs** simulating real-world security scenarios in all modules. **Labs included:** Risk assessments, VM installation and configuration, Asymmetric and Symmetric encryption, PKI and Web hardening, Nessus scanning, Wireshark analysis, Web app sec DVWA, MetaSploit, IAM, Log review, Python and shell scripting.

Certifications

- Intro to Linux - The Linux Foundation -May 2025
- ISO/IEC 27001 Trained -Jul 2022
- **CompTIA Security+** *in progress* -2025
- **SIEM/SOAR**, currently upskilling in Splunk and Microsoft Sentinel
- **AWS Certified CloudOps Engineer - Associate**, *planned* for 2026

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 for enterprise-ready scalability and potential.
- **Home projects:** router hardening, Kali Linux, Splunk free, Docker config, DNS records, Cloudflare tunneling, local LLM set up, API calling, OAuth config, Subnet config, n8n automation workflows

Programming Languages

- Shell scripting (bash, zsh, powershell) - intermediate
- Python - beginner

Experience

Global Operations Manager, Google Cloud Support (Workspace) Concentrix, formerly Webhelp, Google Cloud Vendor | 2022–2025

- Managed performance, site level operations and accountability across a global support operation of **200+ employees**, driving alignment on key performance indicators (KPIs), service level agreements (SLAs).
- Led **Change and Risk Management** initiatives, strategic planning, and budgeting to optimize support efficiency and resource allocation.
- **Client & stakeholder management:** served as the **senior Google client escalation point**, preparing and delivering executive business reviews.
- **Strategy:** Developed and implemented proposals and innovations to improve operational effectiveness and deliver complex solutions.

Global Customer Experience Manager, Google Cloud Support (GCP, Workspace) Webhelp, Google Cloud Vendor | 2020–2022

- Owned **Global CX and service design**, collaborating across functions to implement best practices and drive CX KPI improvements.
- Managed **global compliance and audits**, change management, and RFP responses for support operations serving 450+ employees.
- Functioned as the primary **client escalation point and relations manager**, preparing and carrying out strategy and business reviews.

Frontline Team Manager, Google Cloud Platform Support (GCP) Webhelp, Google Cloud Vendor | 2017–2020

- Lead **management of an engineer team of 60**, focusing on KPI achievement, performance management, and staffing operations.
- Oversaw **incident and case triaging queues**, resolved risk management and security audit issues, ensuring high standards of service delivery for GCP clients.
- Conducted hiring and development of Subject Matter Experts (SMEs), QA, and team leads, through mentoring and coaching of technical and non technical areas.

Quality & Training Manager Google Accounts (gTech, Workspace, Premium, Devices) Webhelp, Google Cloud Vendor | 2014–2017

- Managed and was accountable for Quality KPIs, overseeing a team of **35 Quality Analysts, trainers, and quality leads**.
- Improved **knowledge base management** and streamlined the Quality framework, leading to demonstrable process improvements for QA and trainers.
- Coordinated onboarding and ongoing technical training, created training content, and designed professional development frameworks.
- Carried out auditing and compliance tasks and conducted needs assessments to ensure training alignment with technical requirements.

Quality Lead Google Workspace Webhelp, Google Cloud Vendor | 2013–2014

- Managed Quality KPIs and supervised **7 Quality Analysts**, acting as the QA escalation point, case dispute moderator and **expert troubleshooting support**.
- Developed and maintained **support documentation** and performed knowledge base management.
- Delivered technical and soft skill training, while providing mentoring and coaching to QA staff.

Support Agent / Quality Analyst, Google Cloud Platform Support Webhelp, Google Cloud Vendor | 2010–2013

- **Agent Role:** Handled high-volume customer cases via phone and email, focusing on **configuration and troubleshooting** of level 1&2 issues in the Workspace platform. Including **DNS records, Networking, Admin Console, IAM (Identity and Access Management)**, Gmail, Drive, Billing, mobile devices, and system migrations.
- **QA Role:** Performed QA reviews of both technical and non technical aspects, coaching, training, analytics and reporting; cross team collaboration, escalation support.