Ibrahim Ojoye

Cyber Security & Governance, Risk and Compliance (GRC) Specialist | IT Compliance | Information Assurance

London, UK | +44 7525 795341 | ibrahimojoye@outlook.com | linkedin.com/in/ibrahimojoye | Portfolio: ibrahimojoye.netlify.app

PROFILE

Cyber Security and Governance, Risk and Compliance (GRC) professional with 10+ years' experience across government, public sector and regulated environments. Most recently audited COMSEC compliance against HMG IS4 v8.1, reviewing evidence, assessing control effectiveness and producing risk-rated findings with remediation actions. Strong background in secure service governance, audit-ready documentation, access controls, incident management and service improvement. Improved Service Request Catalogue controls across ServiceNow and Service Manager, helping cut new starter onboarding from up to three months to under one month and reducing active telecom accounts from 220 to 117 through a targeted usage audit. Previously held Developed Vetting (DV) clearance.

CORE SKILLS

Compliance & Audit:	HMG IS4 v8.1, NCSC Cyber Assessment Framework (CAF), NIST CSF, ISO 27001 awareness, COMSEC compliance, security control assessment, risk assessment, information assurance, audit planning and evidence review
Service Management:	ITIL v4, service request governance, Service Request Catalogue (SRC) controls, incident and request management, change and release support, audit-ready service documentation
Access & Operations:	Joiners, movers and leavers (JML), access provisioning, endpoint controls, workflow testing, approval routing, self-service catalogue design, control documentation
Technical Tools:	ServiceNow, Service Manager, Active Directory, PowerShell, Microsoft Intune, MobileIron, Power BI, Jira, Confluence

EXPERIENCE

Auditor / Incident Manager, COMSEC Compliance Team | GCHQ, Cheltenham | *Nov 2025 - Jun 2026*

- Assessed COMSEC compliance against HMG IS4 v8.1 across government and regulated organisations, identifying control gaps and producing risk-rated findings with practical remediation actions.
- Built a structured HMG IS4 audit readiness pack covering evidence requests, fieldwork questions, red-flag indicators and assessment criteria, supporting consistent preparation across assigned accounts.
- Coordinated audit planning across multiple concurrent accounts, agreeing evidence requirements, fieldwork dates and documentation routes before audit activity began.
- Reviewed accounting records, permission logs and authorisation documentation to test control effectiveness, information assurance compliance and audit-trail completeness.
- Managed cryptographic incidents from escalation through root-cause analysis, corrective action planning and validation of affected records, permissions and authorisation requirements.
- Briefed senior stakeholders on COMSEC findings, translating technical control gaps into actions that could be owned, evidenced and tracked to closure.

Service Request Catalogue Analyst | GCHQ, London | *Feb 2022 - Nov 2025*

- Governed secure request processes across ServiceNow and Service Manager, strengthening control across request intake, approval routing, fulfilment and closure.
- Designed, tested and released Service Manager request forms covering workflow logic, variable sets, approval routes, service ownership and live release readiness from stakeholder requirements.
- Audited 200+ catalogue offerings three times per year to verify ownership, points of contact, approval routes, service status and Service Request Catalogue governance compliance.
- Analysed 11 months of missed-call and service desk data to identify high-volume contact drivers, peak demand periods and routing failures across password resets, account lockouts and access queries.
- Created and tested 20+ self-service catalogue offerings, improving request capture, ticket routing accuracy and self-service access for common support needs.
- Helped reduce new starter onboarding from two to three months to under one month by redesigning request journeys and consolidating approval workflows across office and remote secure environments.
- Reviewed catalogue offerings across six to twelve-month windows, working with service owners to confirm ongoing need and retire obsolete or inactive entries.
- Maintained audit-ready documentation covering live services, change requests, incidents, ownership details and approval routes, giving service owners clearer evidence for governance reviews.
- Mentored three colleagues across an eight-person team in SRC processes and ITIL v4 preparation, and produced a 50+ term glossary to reduce onboarding friction for new entrants.

Infrastructure Support Officer | Lewisham Homes, London | *Oct 2020 - Feb 2022*

- Represented IT on the housing inspections digitisation programme, advising leadership on technology options, operational requirements and implementation risks before Surface Pro devices were selected.
- Supported deployment of 150 to 200 Surface Pro devices with Citrix and mobile data connectivity, enabling on-site inspection capture, digital signatures and reduced manual re-entry.
- Configured and dispatched 250+ laptops during lockdown, maintaining remote-working continuity during major operational disruption.
- Delivered infrastructure support for hybrid working and office downsizing, including agile workstations, desk booking, authentication controls, network ports, server connectivity and workstation access.
- Managed JML and access provisioning through Active Directory, PowerShell, Microsoft Intune and MobileIron, supporting secure onboarding, access changes, endpoint controls and leaver deactivation.
- Audited business SIM usage during migration to O2, reducing active SIMs from 220 to 117 and contributing to an estimated 30% telecom cost reduction.
- Upgraded and standardised core IT systems, contributing to a 25% reduction in system downtime.

ICT Graduate Scheme | Lewisham Homes, London | *Oct 2018 - Oct 2020*

Structured two-year ICT graduate programme covering service desk operations, request fulfilment, incident management, infrastructure, hardware deployment and business analysis.

- Resolved frontline service desk requests covering password resets, access issues and general IT incidents in line with service procedures.
- Supported new starter onboarding by activating user profiles, preparing mobile device setup and confirming staff had day-one access to required tools.
- Supported user account administration, device support and operational troubleshooting, building a foundation in controlled IT support and service continuity.

SELECTED PROJECTS

AuditFlow OS | *Independently built SaaS* | *Live*

- Designed, built and deployed AuditFlow OS, a live multi-tenant audit management SaaS platform at www.auditflowos.co.uk, covering audits, controls, evidence, findings, risks, actions, management responses and reporting.
- Mapped audit and control content across five assurance frameworks: ISO 27001, NIST CSF, NCSC CAF, HMG IS4 v8.1 and the EU AI Act, within a shared controls library.
- Built end-to-end traceability from controls and evidence to findings, risks and remediation actions, keeping the basis for each assessment visible.
- Designed a management response workflow requiring an agreement position, target date and risk-acceptance decision before a finding could move to agreed remediation.
- Built report generation with issued reports locked and version-controlled, so later changes to evidence or findings do not alter a report once issued.
- Implemented organisation-scoped access and role-based permissions for Owner, Admin, Lead Auditor, Auditor, Control Owner, Action Owner, Read-only and External Contributor accounts.

EDUCATION

BSc Computer Networks | University of East London | First Class Honours | *June 2016*

CERTIFICATIONS & TRAINING

Security, Assurance & Compliance: Cryptographic Custodian / NCSC Crypto Custodian Course; NPSA Foundation Course; NCSC Cyber Assessment Framework (CAF) Foundation Course; NCSC Cyber Security Foundation Course; NIST Cyber Security Professional Foundation (NIST CSF); ISO 27001 Awareness; Cyber Security Development Framework; Certified Information Security Manager (CISM) training; Cyber Security Essentials Bootcamp.

Service Management, Delivery & Cloud Security: ITIL v4 Foundation; Project Management for Non-Project Managers; AWS Security Best Practices; AWS Cloud Practitioner Essentials.