

IBRAHIM OJOYE

Technical Project Delivery | IT Project Management | Service Improvement | Cyber & GRC Delivery
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PROFILE

Project delivery professional with 10+ years across government and public sector IT, supporting projects through discovery, requirements, design, testing, rollout and operational transition. Previously held Developed Vetting (DV) clearance. Delivered measurable improvements including onboarding cut from 2-3 months to under 1 month, 200+ catalogue services audited three times a year, 20+ self-service offerings created, 150-200 Surface Pro devices deployed, 250+ laptops configured during lockdown, and active SIMs reduced from 220 to 117 through a telecom estate audit. Combines governance, stakeholder management, business analysis and technical delivery to improve services across complex public sector environments.

CORE COMPETENCIES

Project Planning, Stakeholder Management, Business Analysis, Requirements Gathering, Process Mapping, Risk & Issue Management, Governance, UAT, Rollout Planning, Service Transition, Change Management, Continuous Improvement

SKILLS & TOOLS

Project Planning & Coordination	Audit planning, delivery timelines, evidence requests, fieldwork scheduling, stakeholder meetings, release readiness, rollout support
Governance, Risk & Assurance	RAID-style risk tracking, control gap analysis, remediation tracking, audit evidence, compliance documentation, service ownership
Business Analysis & Process Design	Requirements gathering, workflow mapping, approval routing, UAT, process redesign, service catalogue design, documentation
Tools & Technical Context	ServiceNow, Service Manager, Active Directory, PowerShell, Microsoft Intune, MobileIron, Power BI, Jira, Confluence, Citrix

EXPERIENCE

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

Project Delivery and Audit Coordination

- Planned and coordinated concurrent assurance engagements across multiple government and regulated organisations, managing schedules, stakeholders, evidence collection and delivery milestones.
- Designed and delivered a reusable audit readiness framework that standardised planning, evidence collection and fieldwork preparation across multiple engagements.
- Reviewed accounting records, permission logs and authorisation evidence to identify control gaps and produce risk-rated findings with remediation actions, tracked through to closure.
- 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 findings and tracked corrective actions from identification through to closure.

Service Request Catalogue Analyst | GCHQ, London

Feb 2022 - Nov 2025

Service Transformation and Delivery

- Managed secure request processes across ServiceNow and Service Manager, maintaining ITIL v4 and HMG-aligned controls across intake, approval routing, fulfilment and closure.
- Designed, tested and delivered Service Manager request forms, configuring workflow logic, variable sets, approval routes, service ownership and release readiness from stakeholder requirements.
- Planned and delivered Service Manager conformance audits three times a year, reviewing 200+ catalogue offerings to verify ownership, approval routes, points of contact, service status and governance compliance.
- Analysed 11 months of service desk and missed call data to identify demand drivers, peak periods and routing failures across password resets, account lockouts and access queries.
- Implemented and tested 20+ self-service catalogue offerings, improving request capture quality, ticket routing accuracy and user access to common support services.
- Redesigned and delivered new starter request journeys, consolidating approval workflows and cutting onboarding time from 2-3 months to under 1 month across office and remote secure environments.
- Reviewed six to twelve-month catalogue usage windows with service owners, retiring obsolete or inactive services and improving the quality of live service documentation.

- Mentored three colleagues across an eight-person team in SRC processes and ITIL v4 preparation, producing a 50+ term glossary for new entrants.

Infrastructure Support Officer | Lewisham Homes, London

Oct 2020 - Feb 2022

Project Delivery

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

ICT Graduate Scheme | Lewisham Homes, London

Oct 2018 - Oct 2020

- Completed a structured two-year ICT graduate programme across service desk operations, request fulfilment, incident management, infrastructure, hardware deployment and business analysis.
- Resolved frontline service desk requests covering password resets, access issues, account queries and general IT incidents in line with service procedures.
- Supported new starter onboarding by activating user profiles, preparing mobile device setup and confirming users had the access and tools needed from day one.

SELECTED DELIVERY PROJECTS

AuditFlow OS | *Live SaaS product delivery*

Designed, built and deployed AuditFlow OS, a live multi-tenant audit management SaaS platform at www.auditflowos.co.uk. Proved the full audit lifecycle in a working Notion MVP, then scoped and delivered the phased SaaS build while managing the roadmap and backlog. Built connected workflows for audit planning, controls, evidence, findings, risks, actions, management responses, reporting and dashboards, with organisation-scoped access and role-based permissions.

Service Request Catalogue Transformation | *Workflow redesign*

Redesigned request journeys, approval routes and service ownership across secure ServiceNow and Service Manager environments, cutting new starter onboarding time by more than half.

Housing Inspection Digitisation | *Infrastructure rollout*

Coordinated the rollout of 150-200 Surface Pro devices for housing inspections, replacing paper-based capture with on-site digital signatures and data entry.

Telecom Estate Rationalisation | *Cost optimisation*

Planned and delivered a SIM usage audit during a telecom migration, reducing active SIMs from 220 to 117 and cutting costs by an estimated 30%.

EDUCATION & CERTIFICATIONS

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

- ITIL v4 Foundation - December 2021
- Project Management for Non-Project Managers, QA - March 2023
- NCSC Cyber Assessment Framework (CAF) Foundation Course - December 2025
- NCSC Cyber Security Foundation Course - August 2025
- NIST Cyber Security Professional Foundation (NIST CSF) - March 2025
- ISO 27001 Awareness
- Cryptographic Custodian / NCSC Crypto Custodian Course - January 2026
- NPSA Foundation Course - March 2026
- AWS Cloud Practitioner Essentials - May 2024
- AWS Security Best Practices - May 2024