# Solange O'Brien

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## Profile

Detail-oriented aspiring GRC Analyst with the Certified Cybersecurity Practitioner (Ce-CSP) qualification and practical experience from a team-based work simulation covering risk assessment, ISO 27001, security policy writing and internal audit planning. Currently studying for CompTIA Security+, BCS CISMP and ISO 27001.

Brings experience of working in regulated, compliance-heavy environments, including residential care, where risk assessments were carried out, detailed incident logs were kept and GDPR and safeguarding requirements were met. Experienced in handling confidential data, writing clear documentation and communicating with stakeholders at all levels. Seeking a Junior GRC Analyst, Information Security Analyst or Risk and Compliance role.

## Key Skills

- Governance, Risk and Compliance (GRC)
- Information security risk assessment and risk mitigation
- OCTAVE Allegro risk methodology
- ISO/IEC 27001 (ISMS) fundamentals
- Security policy development
- Internal audit planning
- GDPR and data protection compliance
- SOC I and SOC II (SOC 1 and SOC 2) audit frameworks
- PCI DSS and 3-D Secure (3DS)
- Threat landscape analysis
- Security awareness training and user education
- Incident logging and reporting
- Networking fundamentals: OSI model, TCP/IP, Wireshark
- Technical documentation and report writing
- Stakeholder engagement and communication

## Certifications

- Certified Cybersecurity Practitioner (Ce-CSP), CAPSLOCK Education, 2025
- CSA Certificate of Cloud Security Knowledge (CCSK)
- CompTIA Security+ (in progress)
- BCS Certificate in Information Security Management Principles (CISMP) (in progress)
- BSI ISO/IEC 27001

## GRC Experience

**Trainee GRC Analyst (work simulation programme)**, CAPSLOCK, Feb 2025 to Jun 2025

Team-based programme simulating a working environment, solving business problems for a fictional company, PLUM Ltd.

- Developed an information security risk assessment and mitigation plan using the OCTAVE Allegro methodology, identifying key information assets, threats and risks.
- Assessed the business case and benefits of achieving ISO 27001 certification.
- Evaluated the threat landscape and recommended suitable security architecture frameworks and approaches.
- Wrote security policies aligned with relevant standards and regulations.
- Designed and planned internal audits, and mapped the results to risks and business priorities.

## Employment History

**Lead Beautician and Educator**, BYSJ Beauty & Training, Apr 2020 to Present

- Designed training materials and supported new learners, achieving a 90% adoption rate; applies directly to security awareness training.
- Carried out service audits and market analysis to improve the service offering, contributing to 50% year-on-year revenue growth.
- Managed stock systems with an emphasis on traceability and compliance.
- Maintained client records and ran CRM-style loyalty programmes, achieving a 90% client return rate.

**Residential Support Worker**, Tutelage Care Group, Nov 2022 to Mar 2025

- Carried out ongoing risk assessments and implemented behaviour management plans aligned with safeguarding and privacy requirements.
- Documented daily reports and incident logs accurately and on time.

- Worked within compliance-heavy frameworks, adhering to safeguarding, health and safety and GDPR requirements.
- Supported service users under pressure, using clear communication and appropriate escalation.

**Staff Manager**, Bianca Ristorante, Sep 2021 to Nov 2022

- Led a team of 5 with a focus on compliance, accountability and audit-readiness.
- Negotiated with vendors, managed budgets and handled sensitive operational data.
- Introduced new workflows that improved efficiency and contributed to an 11% increase in sales.
- Addressed customer feedback to maintain a consistently high level of satisfaction.

**Host and Kitchen Staff**, Nando's, Apr 2018 to Jul 2021

- Resolved customer queries using conflict resolution and de-escalation.
- Collected and reported on customer experience feedback.
- Delivered consistently high standards under pressure across front of house and kitchen.

## Hands-On Labs and Learning

- RangeForce: Information Security Governance, Risk Management, Networking, Wireshark Basics
- TryHackMe: Introduction to Networking, Defensive Security, Offensive Security, Penetration Testing Basics
- Professor Messer: CompTIA Security+ exam preparation
- Darknet Diaries: real-world cyber incidents and threat intelligence

## Education

### The City Academy Hackney

- A levels: Psychology (B), English (B), Spanish (B)
- 12 GCSEs at A* to B, including English (A), Sciences (A) and Maths (B)