

Oprah Fasulo

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Portfolio: oprahsite.com

Detail-oriented IT and Cybersecurity professional with experience supporting Windows enterprise environments, endpoint security, systems administration, user provisioning, technical troubleshooting, application support, secure systems administration, and continuous process improvement. Skilled in Active Directory, Microsoft 365 security tools, endpoint protection, patch management, access management, and technical documentation. Proven ability to diagnose complex technical issues, improve operational processes, and support secure, compliant technology environments.

TECHNICAL SKILLS

- Help Desk Tools: TeamDynamix, Workday, Salesforce, Jira
- Systems & Platforms: Windows 7–11, macOS, Linux, Chrome OS, Android, iOS
- Security Tools: Microsoft 365 Defender, O365 ATP, DLP, EDR Tools, Azure
- Administration: Active Directory, User Provisioning, MFA, Access Control, Endpoint Security, Patch Management, Remote Support
- Software: Microsoft 365, Adobe Creative Suite, Microsoft Project, AWS, Salesforce
- Communication: Technical Documentation, SOP Development, User Training, Customer Support

EDUCATION & PROFESSIONAL AFFILIATIONS

- A.S. Degree – Computer Science – Palm Beach State College
- B.S. Degree – Information Management / Security (In Progress) – Palm Beach State College
- CompTIA A+
- CompTIA Security+ (SY0-601)
- Six Sigma Certified
- Florida Notary Public & Real Estate License

EXPERIENCE

Palm Beach State College – Information Security Office Jr. Analyst | Remote | 04/2023 – 04/2024

- Diagnosed and resolved access control, MFA, authentication, and account lockout issues.
- Troubleshoot workstation connectivity, software installations, and system performance concerns.
- Administered Active Directory accounts, security groups, permissions, and password resets.
- Assisted with endpoint patch management, software updates, and security remediation activities.
- Monitored security dashboards, investigated alerts, and escalated incidents when appropriate.
- Supported VPN, endpoint protection, and enterprise security tools for faculty and staff.
- Documented SOPs, troubleshooting procedures, and technical knowledge base articles.
- Assisted with role-based access management while supporting FERPA and HIPAA compliance.
- Collaborated with senior analysts during incident response investigations and post-event reviews.

PHARO929 – Systems Administration & Security Consultant | Wellington, FL | 01/2019 – Present

- Delivered Tier 1 and Tier 2 technical support for Windows workstations, mobile devices, printers, and network-connected equipment.
- Configured and maintained Microsoft 365 environments including MFA, user accounts, permissions, and security controls.
- Designed and deployed custom business applications utilizing Node.js, Express, SQLite, role-based authentication, session management, and real-time operational workflows.
- Installed, deployed, and maintained software, workstations, and endpoint configurations.
- Managed Microsoft Defender, ATP, DLP, EDR, and security-focused client environments.

- Supported remote users through Remote Desktop, TeamViewer, Zoom, and other support platforms.
- Performed diagnostics, backup and recovery operations, and system troubleshooting.
- Created technical documentation, SOPs, user guides, and operational procedures.
- Developed and supported secure web applications utilizing authentication, role-based access controls, and user-management workflows.

Sunshine Impact Windows & Doors – Office Administrator | Port St. Lucie, FL | 01/2026 – 06/2026

- Coordinated daily office operations, customer records, contracts, estimates, and project documentation.
- Scheduled consultations, installations, inspections, and service appointments.
- Maintained detailed project records and operational workflows supporting business continuity.
- Resolved customer concerns and coordinated communication between clients, field personnel, and management.
- Assisted with project tracking, collections support, proposal follow-up, and administrative operations.

Galt Ocean Realty – Realtor | Fort Lauderdale Beach(Broker location), FL | 2005 – Present

- Represent buyers and sellers with professionalism, discretion, and strong client service.
- Build long-term relationships through communication, problem solving, and trust.

Safelite Solutions – Claims Analyst | Remote | 04/2025 – 11/2025

- Processed and validated insurance claims while ensuring compliance with policy guidelines.
- Investigated discrepancies, analyzed claim data, and escalated exceptions for resolution.
- Improved workflow accuracy through detailed review, documentation, and quality control.
- Collaborated with internal teams and insurance providers to support efficient claim processing.

TELUS AI / Lionbridge AI – AI Data Analyst | Remote | 2020 – 2024

- Evaluated AI-generated content for accuracy, safety, and quality assurance.
- Identified inconsistencies, risk factors, and process improvements.
- Conducted testing, validation, and performance reviews supporting model reliability.
- Produced structured reports and documentation for engineering and product teams.

USV – Cloud / Solutions Developer | Wellington, FL | 01/2013 – 03/2020

- Salesforce consultant and power user supporting nonprofit and business clients.
- Developed and maintained websites, SharePoint environments, and cloud-based solutions.
- Managed SharePoint permissions, user roles, access controls, and collaboration sites.
- Deployed SharePoint applications, AWS EC2 environments, and cloud-hosted resources.
- Created document libraries, workflow tools, issue tracking systems, and reporting solutions.
- Produced site usage reports, technical documentation, and user support materials.