

ASTRID RAGNHILD DEAK

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PROFESSIONAL PROFILE & EXPERTISE

Highly disciplined and analytically driven Cybersecurity Specialist, Systems Architect, and B2B Operations Consultant. Dedicated to engineering uncompromised digital infrastructures, zero-trust security frameworks, and resilient web architectures. Operating independently through Astrid IT Lab and serving as Head of Cybersecurity & Digital Systems for international platforms and art galleries (such as Alpha & Alpha / A&A Contemporary Art Gallery). Combines rigorous technical engineering in Linux, encryption, and secure cloud environments with exceptional emotional intelligence, cross-functional client advisory, and audit-grade operational precision.

TECHNICAL & CLIENT-FACING IT PROJECTS (ASTRID IT LAB)

Multi-Tenant Enterprise Infrastructure & Security Core

Deployed & Hardened

Engineered a secure, high-performance multi-tenant portal architecture integrated via Python backend scripts. Implemented strict SHA-256 cryptographic token authentication to prevent unauthorized cross-tenant data access, robust Domain Whitelisting restricting traffic to verified enterprise assets, and dynamic Rate-Limiting protocols to neutralize automated bot-scraping and brute-force vectors.

Advanced Security Hardening & Content Security Matrix

Deployed & Active

Developed robust middleware layers and bespoke firewalls for digital publishing workflows, implementing strict Content Security Policies (CSP), Helmet security headers, and structured logging frameworks for rapid incident triage, diagnostic capturing, and zero-downtime performance.

Encrypted Spatial Workspaces & Client Matrices

Operational & Secure

Architected zero-trust virtual environments and automated communication matrices for high-value legal and institutional B2B consultations, streamlining secure client onboarding into friction-free user workflows.

HEAD OF CYBERSECURITY & DIGITAL SYSTEMS

Alpha & Alpha Global Holdings / A & A Contemporary Art Gallery

- Responsible for safeguarding and optimizing the digital infrastructure of the platform.
- Leads the development of secure database architectures, intellectual property protection systems, and advanced search engine amplification technologies, ensuring the highest standards of confidentiality and digital visibility for artists, galleries, and publications.

CORE TECHNICAL & ADVISORY COMPETENCIES

- Cybersecurity & Zero-Trust Architecture:** Cryptographic token validation (SHA-256), strict domain whitelisting, dynamic rate-limiting, and deep visual asset encryption.
- Infrastructure Triage & Resilience:** Methodical log diagnostics, rapid anomaly isolation, root-cause analysis, and high-priority escalation protocols.
- Client Advisory & Relationship Management:** High-value B2B stakeholder engagement, strategic operations planning, and tailored solution delivery aligned with client goals.
- SDLC & Secure Engineering:** Multi-tenant application design, decoupled frontend-backend frameworks, server-side execution, and secure data synchronization engines.
- Compliance & Technical Documentation:** Production of precise deployment records, compliance logs, standard operating procedures (SOPs), and rigorous audit-ready reporting.

SPECIALIZED EXPERIENCE (NHS & B2B ADVISORY)

Security Operations & High-Compliance Client Specialist

NHS, Corporate & Critical Infrastructure (2019 – 2025)

- High-Stakes Conflict Resolution:** De-escalated critical, high-stress situations with professionalism, tact, and composure while serving diverse public and corporate stakeholders.
- Client & Access Operations:** Enforced strict identity verification, access controls, and site protocols while delivering courteous, reassuring service to visitors and staff.
- Incident Reporting & Compliance:** Produced audit-quality incident documentation, conducting thorough fact-finding while ensuring full regulatory compliance.
- Multi-Agency Coordination:** Managed real-time communications between emergency services, corporate leadership, and external partners during operational incidents.

SENIOR CLIENT SERVICES & OPERATIONS CONSULTANT

Management & Strategic Consultancy Services (2011 – 2021)

Led high-value B2B client engagements, strategic operations planning, and cross-functional stakeholder management across diverse corporate projects.

- **Client Relationship Management:** Built and maintained long-term strategic relationships with key corporate stakeholders, delivering tailored solutions aligned with client operational goals.
- **Stakeholder Engagement & Advisory:** Facilitated cross-functional workstreams, ensuring total alignment between client expectations, project timelines, and high-quality deliverables.
- **Research & Risk Mitigation:** Conducted detailed feasibility studies, risk assessments, and operational analyses to guide executive decision-making.
- **Executive Deliverables:** Authored comprehensive business plans, feasibility studies, and executive reports with uncompromising accuracy and compliance.

STRATEGIC GOVERNANCE & OPERATIONAL ATTRIBUTES

- **Uncompromising Customer Advocacy & Service Standards:** Passionately committed to elevating client support benchmarks and transforming routine, high-friction, or complex inquiries into memorable, trust-building brand experiences.
- **Complex Escalation & De-escalation Mastery:** Adept at managing high-stakes client communications with exceptional emotional intelligence, active listening, and structured empathy to defuse tension and secure absolute client retention.
- **Cross-Functional Bridge & Technical Translation:** Exceptional capacity to translate intricate technical procedures, system updates, and operational constraints into clear, reassuring language for non-technical stakeholders and executive leadership.
- **Operational Discipline & High Adaptability:** Methodical adherence to audit-ready compliance, standard operating procedures (SOPs), and data integrity, combined with full tactical flexibility for critical interventions and high-priority deployments.

ACADEMIC QUALIFICATIONS & REGULATED CREDENTIALS

- **Level 6 Diploma in Information Technology (BSc Hons Equivalent)** — 2026 | Regulated by Ofqual | Awarded by OTHM
- **Level 5 Qualification in Cyber Security (HND Equivalent)** — 2025 | Regulated by Ofqual | Awarded by Qualifi
- **MBA - Management and Business Administration** — October 2020
- **Diploma in Business Administration** — January 2019 | Regulated by Ofqual
- **Level 4 Security Management Advanced Diploma (Distinction)** — 2021
- **Specialized Diplomas** — Advanced qualification in Forensic Psychology, Criminal Intelligence and Crime Analysis, Forensic Science and Criminal Profiling.