

Nancy Lambert

San Diego, CA

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Work Experience

Senior Technical Support Engineer

Onelogin, Inc - San Francisco, CA

April 2016 to Present

- Developed custom integrations using JS programming language to implement single-sign-on experience for their end users
- Worked with enterprise customers to understand needs and provide technical guidance on IAM product solutions
- Analyzed SAML and SCIM issues to identify troubleshooting methods needed for quick remediation.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes for our mobile solutions team.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Learned software engineering process improvements and best practices.

Skills Used:

JS, JQuery, Node.js, SCIM, SAML, OIDC, IAM, AWS

Senior Technical Support Engineer

Lytix, Inc. - San Diego, CA

February 2015 to Present

- Became hardware SEM within first 6 months
- Analyzed existing SQL queries to identify opportunities for improvements.
- Generated, debugged and enhanced existing reports to expedite RMA process.
- Designed and implemented TSQL queries for reporting and complex solution development.
- Collaborated with in-house hardware designers to address hardware issues raised in the field
- Implemented chain of custody evidentiary procedures for support cases involved in litigation

Skills Used

SQL, Salesforce, SaaS, Complex problem solving, Root cause analysis, Program design and architecture, Relational databases, Big data

Tier II Technical Support Analyst

Ricoh Americas - Duluth, GA

December 2013 to January 2015

Perform systems administration for servers and workstations across multiple customers in 24/7 NOC implementing disaster recovery plans as needed. Provide problem analysis and systems monitoring.

Identify and troubleshoot Windows, mail delivery and network related problems. Maintain client security levels and confidentiality of information pursuant to client security standards including HIPPA, SOX, ISO 27001

Skills Used

Information Security, Server Administration, Firewall Administration, VMware

Technology Projects Manager

U and I Solutions (at Emory University) - Atlanta, GA

September 2010 to January 2014

- Integration of departmental LAN with campus-wide WAN, LDAP, and IAM Services.
- Routine information security auditing
- Assist in business case / ROI report authoring for projects: computer-based testing laboratory, iPad/iPod learning lab
- Serve on on-call support team; Provide network and systems administration in mixed Windows/Mac University network.
- Deployment (Installation, configuration, and imaging) and maintenance of staff and student servers, desktops, laptops, iPad and iPod Touch, and Mac devices and computer-based-testing laboratory (laptop, iPad, iPod Touch).

Skills Used

Information Security, Software Development, Server Administration, Server and Workstation Deployment,

Additional Experience

multiple

1996 to 2013

LAMP Stack development

Data Analysis

SQL Development

Education

MS in Information Systems concentration in Information Security

Nova Southeastern University - Fort Lauderdale, FL

2015

Bachelors in Computer Engineering and Women's Studies

University of South Florida - Tampa, FL

2002

Skills

- SQL
- Linux
- Java
- JSON (4 years)

- SCIM (4 years)
- JavaScript (10+ years)

Certifications and Licenses

Certified SonicWALL Security Administrator (CSSA)

March 2014

ITIL V3 Foundation

EC Council Ethical Hacking and Countermeasures (CEH) (Currently in process)

Full Stack Developer

June 2020 to Present

MEAN stack bootcamp program from UCSD

Groups

IEEE

Present

ACM

Present