LUCY NYAMBURA

Technical Support Engineer

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CAREER SUMMARY

Accomplished Network Engineer with over 4 years of experience in implementing and optimizing enterprise and hybrid network infrastructures. Proven expertise in network and service activation, restoration, and operational handovers, ensuring timely and accurate transitions to Network Operations Centers (NOC). Skilled in maintaining up-to-date network diagrams across multi-layer technologies (SDH, OTN, MPLS, DWDM) and managing configuration backups to safeguard network integrity. Proficient in leveraging OSS/BSS systems for accurate network and service record keeping, issue resolution, and process standardization. Adept at planning and executing engineering works (PEWs) and producing detailed documentation and reports that support seamless service continuity and operational excellence.

TECHNICAL EXPERTISE & SKILLS

Networking: IP routing protocols (OSPF, BGP), MPLS, fault troubleshooting, incident management, network performance tools
Cloud Computing: AWS services (EC2, VPC, IAM, S3), hybrid cloud architecture, VPN configuration, cloud security & compliance
Automation & Infrastructure as Code: Python, Bash, Terraform, CloudFormation
Monitoring, Reliability & Restoration: Capacity planning, service reliability, incident recovery, completion reporting
Support & Management: IT helpdesk, customer support, project management, basic database administration

PROFESSIONAL EXPERIENCE

TECHNICAL SUPPORT ENGINEER (TIER 2) | Liquid Intelligent Technologies   Sept 2022 – present
- Resolved Tier 1 escalations and critical faults within SLA targets, delivering real-time updates via tickets, emails, and chats to ensure transparent service restoration and maintain high uptime.
- Conducted root cause analysis on recurring network issues, reducing repeat faults by 40% and accelerating vendor-led maintenance by 25%.
- Coordinated with upstream providers and internal teams during major incidents, activating services across 3+ technologies and reducing downtime to under 30 minutes.
- Generated detailed network performance reports, including availability and utilization metrics, to support strategic decision-making and infrastructure enhancements across enterprise environments.

SOC ENGINEER | Liquid Intelligent Technologies   Oct 2021 – Aug 2022
- Monitored and analyzed network security threats and vulnerabilities using diagnostic tools and real-time alerts, contributing to risk mitigation strategies that enhanced system protection and reduced exposure.
- Supported VoIP service configuration and maintenance across enterprise environments, ensuring seamless integration, communication reliability, and cross-platform compatibility.
- Led a network migration project and provided backend support to external vendors, coordinating service transitions, validating infrastructure performance, and resolving configuration issues to maintain operational continuity.
- Generated system health reports and performed diagnostics using ping, traceroute, and packet analysis to identify performance anomalies, troubleshoot connectivity issues, and enable proactive interventions that improved network efficiency.

WEB DEVELOPER | Squoderun Labs   Feb 2021 – Sept 2021
- Designed and developed responsive, database-driven websites using Laravel, delivering scalable and visually engaging digital experiences tailored to client requirements across diverse industries.
- Translated client design specifications into functional UI/UX interfaces using Blade templating and Laravel's component architecture, aligning visual elements with strategic business goals to enhance user engagement.
- Ensured all web applications adhered to accessibility standards and compliance regulations, implementing WCAG guidelines to promote inclusive access across platforms and devices.
- Conducted usability testing and integrated user feedback to drive iterative improvements, optimizing performance, navigation flow, and overall user satisfaction.

EDUCATION

BACHELOR'S DEGREE |BSc in Computer Science | University of Kabianga   Sept 2015 – April 2019

Training and Certifications
- Microsoft AZ-900 Azure Fundamentals
- Oracle Cloud Infrastructure 2025 Foundations Associate (1Z0-1085-25)
- Oracle Data Platform 2025 Foundations Associate (1Z0-1195-25)
- Oracle Cloud Infrastructure 2025 AI Foundations Associate (1Z0-1122-25)
- Juniper Network JNCIA JN0-104 Cert Prep
- AWS RE/START |Cloud Computing | Amazon web services
- AWS Certified Cloud Practitioner Essentials

PROJECTS

Cloud Projects (AWS)

- **Setting up a Linux-based EC2 instance on AWS** – View Project
- **Creating Networking Resources in an Amazon VPC** – View Project
- **Building a Car Rental Database on AWS EC2 with MariaDB** – View Project
- **Installing AWS CLI and Exploring IAM on EC2 (Amazon Linux & Red Hat)** – View Project
- **Secured My S3 Bucket Against Accidental Deletion and Bugs** – View Project

Networking Projects

- **VSOL ONT Provisioning** – Python tool for SSH-based TR-069 configuration across VSOL OLTs with secure credential handling. View Project
- **TR-069 Remote Configurator** – Python script to remotely apply ACS settings on Nokia/VSOL devices with reachability checks. View Project
- **Power Levels Audit Tool** – SSH automation to collect ONT status, parse with pandas, and export structured Excel reports. View Project
Explore the full range of my projects in my portfolio. Portfolio