





Basic information


 Lyboth Victorien Ntsana


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 Full UK Driving Licence

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Hobbies

■ Running. I Like running. Often participate in running event such as 5K /10K running distances.

■ Football, Like football. and occasionally play football.

■ Formula 1, I like watching F1 grand prix. The team work and communication they demonstrate throughout the race is so inspiring.

Languages

English 

French 

Lyboth Victorien Ntsana

Profile

AWS Solutions Architect, Presales solutions consultant with coding skills, Python, JavaScript. HTML, and CSS. Hard working professional with over 6 years of experience working closely with account managers acting as a technical adviser for customers sales and solutions design. Also working in collaboration with the engineering team and the product team. Playing a pivotal role between the sales and the engineering team. Including first technical point of contact throughout the whole project life cycle.

Skills & Attributes

- Good Interpersonal Skills
- Enthusiastic and Positive
- Good Communication and Written Skills
- Computer Skills (Word, Excel, PowerPoint, Outlook)
- Attention to details
- Problem Solving Skills
- Teamwork and Collaboration
- Organised and Time Management
- Excellent work ethic (Hard working culture)
- Quick learner and quickly adapt to new environments
- Self Improvement minded, Always ready to learn new skills

Work experience

Operation Systems Support (Ocado Robotic Pick up Crew Chief)

Sept 2023

Ocado

- Working within a team of on site systems support specialists to ensure effective coverage of services by the team.
- Monitoring business systems operations
- Identifying and raising system faults in appropriate systems
- Ensuring the timely pickup and response to incidents from assigned teams
- Managing system faults towards a timely resolution
- Investigate failed tasks and inaccessible stock and customer totes
- Managing the ticketing progress for Technical support services
- Prioritizing bot recoveries and arranging recovery windows
- Highlighting and resolving pick support issues
- Working closely with engineering to resolve engineering issues and complete certain engineering tasks.
- Liaising closely with other technology teams within Ocado to achieve the desired outcome and a point of contact for related queries.

Technical Assistant - Contract

April 2022 - July 2023

BT

- Remotely working closely with sale executives on the UK Full fibre broadband campaign.

- Calling existing BT customers and act as a technical adviser to make them aware of full fibre availability and help them move to full fibre broadband.
- Calling non-BT customers, make them aware of full fibre availability and persuade them to switch to BT full fibre broadband. By explaining and stating its benefits. Including the capacity, the download, upload speed. and the the coverage.
- Attending meetings to identify and review technical and business requirements, and setup strategies to gain more zones within UK broadband market.
- Enable growth of the business through collaboration with sale executives, account managers as well as the product team.

Cyber Security Consultant

Feb 2021 - March 2022

Leonardo

- Working directly with clients as well as with account managers to ensure that their security controls adhere to their overall security architecture.
- Performing gap analysis to validate security requirements and recommend best security controls or practices.
- Performing risk and vulnerability assessments on customers networks and communicate the impact of threats and provide recommendations for remediation to upper management and other cyber security personnel through written and spoken means.
- Working alongside a senior cyber security specialist
- Providing Email security solutions, Web security solutions, and End point protection solutions, EDR.
- Conducting phishing email awareness security training and the overall corporate security awareness training to technical and non-technical stakeholders, translating technical expressions or concept into simple terms.

Presales Solutions Consultant

Dec 2019 - Jan 2021

TIMICO/Digital Space (MSP)

- Evaluating customer 's requirements to establish a solution which addresses customers required outcomes.
- Working closely with the managing architect to develop ideas to scale the business unit and deliver consistent recommendations and outcomes for customers.
- Engaging as technical adviser for customers sales and solutions design.
- Attend customers meetings as well as sales meetings to identify and review technical and business requirements.
- Conducting workshops, presentations, white boarding sessions internally or externally at customers sites
- Enable growth of the business through collaboration with the sale team, account management teams as well as project implementation engineers.

Junior/Presales Solutions Consultant

June 2016 - Dec 2019

Exponential-e (MSP)

- Engaging with account managers from early stage of the opportunity through out the delivery of the solution. Provide both commercial and technical support.
- Attending customers meeting as well as sales meetings
- Ability to design innovative and competitive solutions.
- Working closely with the bid team as well as account managers to respond to RFP or RFI.
- Working closely with the engineering and the product team to validate new or proposed solutions design

Education & training

BSc(Hons) Computer Network and Cyber Security

Sept 2015 - June 2018

London Metropolitan University

Topics Include: CCNA, CCNP R&S, Security in Computing, Network Security, Digital Crime Investigation, Ethical Hacking, Programming,.

HND Network Engineering and Telecommunication System

Oct 2013 - Sept 2015

St Patrick College

Topics Include: Computer Platform, Networking Technology, System Analysis, Programming Concept, Switch Engineering, IP Networks, Network Infrastructure.

AWS Cloud

June 2022 - July 2023

Optima IT

Worked on several project and group projects implementing and building AWS solutions using different AWS tools and services while following the AWS well architecture framework. Using tools and services including, Cloud-front, Route 53, infrastructure as a code. Compute services such as EC2, Amazon EBS, ELB, Auto Scaling, Lambda. Storage services including Amazon S3, EFS, Amazon Storage, Gateway. Database services including RDS, DynamoDB, Amazon RedShift. Management and Analysis tools such as AWS Organization, Cloud Watch, AWS Config. and security tools and services including IAM, Cognit, KMS, Security group, NACL, API Gateway, Cloud Trail, AWS Config, Certificate Manager.

Certificates

CCNA R & S

Sep 2016

CCNP R & S

Apr 2019

AWS Certified Cloud Practitioner (CLF)

Jul 2022

AWS Certified Solutions Architect - Associate (SAA)

Mar 2023

AWS Certified Solutions Architect Professional (SAP)

Aug 2023