LYDIE LONMENE TATSAMBON

Senior Consultant – Information Technology & IT Service Management

Location: Montréal, Québec,   **Email** : lydielota@gmail.com

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PROFESSIONAL SUMMARY

Accomplished IT professional with **18 years of progressive experience** in information technology, including over **12 years at CGI** as a **Senior Consultant** and **Senior Business Analyst** within complex multi-client environments.

Recognized subject matter expert in **IT service management**, **business analysis**, **client onboarding & integration**, **high-quality functional documentation**, **access & entitlement management**, **user acceptance testing (UAT)** and **structured knowledge transfer** to operations teams.

Highly organized, results-driven, and collaborative; demonstrates exceptional stakeholder coordination, clear communication, and the ability to drive cross-functional initiatives to successful completion.

Seeking senior-level opportunities as **Senior IT Consultant**, **Senior Business Analyst**, **IT Service Management SME**, or **Solution Integration Lead**.

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PROFESSIONAL EXPERIENCE

CGI Senior Consultant – Business Analyst & SME, Multi-Client Integration October 2015 – Present

- Serve as lead **business analyst** for internal operational projects and new client integrations across a multi-tenant environment

- Elicit, analyze, and document detailed **business requirements**; author and maintain comprehensive **functional specifications** in close partnership with development teams

- Orchestrate end-to-end coordination among all project stakeholders (development, operations, security, clients, etc.) through to successful production deployment

- Define, document, and execute **user acceptance test (UAT) scenarios**; facilitate client validation and sign-off

- Act as **Subject Matter Expert (SME)** and lead structured **knowledge transfer** sessions to operations teams following each major integration or enhancement

- Proactively identify system improvement opportunities; perform impact analysis, effort estimation, and champion continuous process and template optimization

- Provide daily project and service request follow-up in collaboration with support teams until full resolution

CGI Enterprise Systems Analyst – Multi-Client Service Management May 2013 – October 2015

- Managed full lifecycle of **standard service requests** (ITSM / ITSP) while consistently meeting negotiated **SLA** commitments

- Performed in-depth analysis of configuration and access requirements; implemented user provisioning and entitlement changes

- Added, modified, and maintained system functionalities and templates in alignment with evolving business needs

- Ensured ongoing accuracy and consistency of global system configuration across all client portfolios

Shared Services Centre – IT Service Desk (CPC) IT Service Desk Analyst – Level 1/2 Support – Canada Post February 2010 – May 2013

- Delivered frontline and escalated technical support to Canada Post end-users

- Diagnosed issues, managed remote access (VPN), user entitlements, and complex incident tracking and escalation

- Created and continuously updated knowledge base documentation to support onboarding of new agents

Additional Relevant Experience Ultramar – Service Desk Analyst – Bullock POS system rollout project **GFI Solutions d'Affaires** – Technical Support Representative – Bell to GFI transition

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CORE COMPETENCIES

Functional & Technical Expertise • Business analysis & requirements elicitation • Authoring detailed functional specifications • User Acceptance Testing (UAT) design & execution • Knowledge transfer & team training • Access rights & service catalog management • Advanced data analysis & troubleshooting • Infrastructure support & incident management • IT process improvement & optimization

Tools & Technologies • **Remedy ITSM** → 10+ years – **Expert** level • **ServiceNow (SNOW)** → Intermediate • DWPC • Microsoft Visio – Advanced • Microsoft 365 Suite – Expert • Networking fundamentals – **Cisco CCNA** certified

Methodologies & Certifications • **ITIL** aligned practices • **Cisco CCNA** • College Attestation – Computer Network Administration • Bachelor's degree – Computer Network Administration (recognized as equivalent to Computer Science degree – Québec)

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EDUCATION

Bachelor's Degree – Computer Network Administration (Specialization in specialized computer systems – Québec equivalence to Computer Science)

College Attestation – Computer Network Administration Herzing College – Montréal **Cisco CCNA Certification** Champlain College – Saint-Lambert

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Additional Strengths • Fully bilingual – French & English (oral and written) • Exceptional synthesis and communication skills • Strong client-service orientation • Workplace First Aid / CPR certified

Available immediately – Open to discussing challenging new career opportunities