

Lester Clarke

Cloud Support/IAM and SOC Professional

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Professional Summary

Cloud Security and SOC Professional specializing in IAM, threat detection, and security automation. Proven track record of boosting operational efficiency by 40% through automated workflows and leveraging hands-on forensic skills to investigate and mitigate complex threats, strengthening enterprise resilience for over 500+ clients.

Professional Experience

Cloud Support Engineer / IAM Specialist, 10BaseT, LLC

03/2020 – 06/2025

Cloud Support Engineer:

Remote

- Monitored and maintained 99.9% uptime SLA across multi-cloud AWS, Azure, and GCP environments serving 500+ enterprise clients.
- Automated incident response workflows using Python and Bash scripting, reducing mean resolution time by 5% and improving service reliability.
- Implemented comprehensive cloud security monitoring using CloudWatch, Azure Monitor, and Stackdriver to proactively identify and remediate vulnerabilities.
- Designed and deployed Infrastructure-as-Code (IaC) solutions using Terraform and CloudFormation, ensuring consistent security baselines across environments.
- Conducted security assessments and penetration testing of cloud infrastructure, identifying critical vulnerabilities and implementing remediation strategies.

IAM Specialist:

- Architected and implemented zero-trust identity frameworks across hybrid cloud environments, reducing unauthorized access attempts by 85%.
- Developed and enforced least-privilege access policies using AWS IAM, Azure AD, and Google Cloud Identity, protecting sensitive data and ensuring SOC 2 compliance.
- Automated user provisioning and deprovisioning workflows using SCIM protocols and custom Python scripts, eliminating manual errors and reducing access review cycles by 60%.
- Conducted comprehensive IAM security audits and access certifications, identifying and remediating 200+ excessive privilege assignments.
- Implemented multi-factor authentication (MFA) and conditional access policies, strengthening authentication security for 1,000+ users.

QA Specialist / Chargeback Analyst / Buyer Risk Investigator, Amazon

11/2014 – 12/2019

Quality Assurance Specialist:

Costa Rica

- Maintained 98.5% quality standards for customer account interactions through systematic auditing and feedback mechanisms across multiple Amazon divisions.
- Audited program-level defects and analyzed data trends, reducing recurrence by 30%.
- Drove automation projects reducing manual QA efforts by 25% and improving inspection yields by 15%.
- Conducted root cause analysis on service failures and implemented process improvements that decreased customer escalations by 25%.

- Collaborated with cross-departmental teams to close process gaps, improving fraud detection accuracy by 20%.

Chargeback Analyst:

- Investigated and resolved 150+ monthly chargeback disputes with a 92% success rate, recovering \$1.7M+ in disputed transactions annually.
- Developed fraud detection patterns and risk indicators that reduced false positive rates by 35% while maintaining fraud detection accuracy.
- Communicated directly with external customers and banks to resolve disputes, maintaining a 95%+ satisfaction rating.

Buyer Risk Email Investigator:

- Analyzed suspicious buyer behaviors and communication patterns to identify fraudulent activities, preventing \$250K+ in potential losses quarterly.
- Documented and catalogued fraud modus operandi patterns, creating intelligence reports that enabled proactive fraud prevention across multiple business units.
- Produced analytical reports on defect trends and fraud patterns adopted by leadership for risk controls.

Education

B.S. Computer Information Systems, DeVry University

Technical Skills

Programming/Scripting

Python, Bash, PowerShell, SQL, JavaScript, Go

Security Tools

Splunk, ELK Stack, Wireshark, Volatility, Burp Suite, Nessus, Metasploit, Nmap, OWASP ZAP

Operating Systems

Linux (Kali, Ubuntu, CentOS, RHEL), Windows Server, macOS

Cloud Platforms & Tools

AWS (EC2, S3, IAM, CloudTrail, GuardDuty, Security Hub), Azure (Active Directory, Monitor, Security Center), GCP (Cloud Identity, Stackdriver, SCC), Kubernetes, Docker, Terraform, CloudFormation

Identity & Access Management (IAM)

Active Directory, Azure AD, Okta, Auth0, LDAP, SAML, OAuth, SCIM, Zero-Trust Architecture

Concepts & Practices

SOC Operations, Incident Response, Threat Hunting, Intelligence Analysis, Forensics & Malware Analysis, Vulnerability Management, Compliance (SOC 2, ISO 27001, PCI DSS, GDPR), SOAR, CI/CD

Key Projects

Cloud Security Automation, (Python, AWS Lambda, Terraform)

- Objective: Automate response to critical cloud security findings.
- Action: Developed Python scripts integrated with AWS Lambda and Security Hub to automatically quarantine compromised EC2 instances and notify analysts.
- Result: Reduced manual intervention time from hours to minutes, containing potential threats 90% faster and improving MTTR metrics.

SOC Threat Hunting & Intelligence Integration, (Splunk, Python)

- Objective: Proactively hunt for threats based on latest threat intelligence.
- Action: Created Splunk queries and Python scripts to ingest OSINT feeds and hunt for IOCs across network and endpoint data.

- Result: Identified and remediated a covert cryptojacking operation, saving an estimated \$15k in unauthorized compute costs.

Active Directory Security Audit, (PowerShell, Azure AD)

- Objective: Identify and remediate excessive permissions and misconfigurations.
- Action: Engineered PowerShell scripts to audit user permissions, group memberships, and dormant accounts across hybrid AD and Azure AD environments.
- Result: Discovered and helped remediate 200+ privilege misconfigurations, significantly reducing the attack surface.

Courses & Certifications

AWS Certified Cloud Practitioner
(2023-2026)

ISC2 Certified in Cybersecurity CC
(2025-2028)

Additional Certifications

Fortinet Fundamentals, IBM Cybersecurity,
PentesterLab Recon Badge, AttackIQ Foundations,
Ethical Hacking & DFIR Bootcamps (ZTM)

Credly Verification

<https://www.credly.com/users/lester-clarke>