Lester Clarke

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Professional Summary

Cybersecurity Professional specializing in Cloud Security, IAM, and SOC operations, leveraging hands-on threat detection, investigation, and automation to strengthen enterprise resilience. Proven track record of boosting operational efficiency by 40% through automation, preventing fraud-related losses, and translating complex security threats into actionable business strategies that safeguard organizations and customers.

Professional Experience

Cloud Support Engineer / IAM Specialist | 10BaseT, LLC (Remote) | 03/2020-06/2025

Cloud Support Engineer:

• 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 45% 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 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 and conditional access policies, strengthening authentication security while maintaining user experience across 1,000+ users.

QA Specialist / Chargeback Analyst / Buyer Risk Investigator | Amazon, Costa Rica | 11/2014 – 12/2019

Quality Assurance Specialist:
• 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 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 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 unit.
• Produced analytical reports on defect trends and fraud patterns adopted by leadership for risk controls.

Education & Certifications

- **B.S. Computer Information Systems** – DeVry University
- **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

Technical Skills

- **Languages:** Python, Bash, PowerShell, SQL, JavaScript, Go
- **Cloud:** AWS, Microsoft Azure, Google Cloud Platform, Kubernetes, Docker
- **Security Tools:** Wireshark, Volatility, Burp Suite, Nessus, Metasploit, Nmap, OWASP ZAP, Splunk, ELK Stack
- **Automation:** Python scripting, CI/CD pipelines, Ansible, Jenkins, GitLab, Infrastructure-as-Code (Terraform, CloudFormation)
- **Operating Systems:** Linux (Kali, Ubuntu, CentOS, RHEL), Windows Server, macOS
- **Identity & Access Management:** Active Directory, Azure AD, Okta, Auth0, LDAP, SAML, OAuth, SCIM
- **Cloud Security:** AWS Security Hub, Azure Security Center, Google Cloud Security Command Center, CloudTrail, GuardDuty

Additional Skills

- **Zero-Trust Architecture Design**
- **SOC Operations & Incident Response**
- **Threat Hunting & Intelligence Analysis**
- **Compliance Management** (SOC 2, ISO 27001, PCI DSS, GDPR)
- **Risk Assessment & Vulnerability Management**
- **Security Automation & Orchestration (SOAR)**
- **Forensics & Malware Analysis**
- **Business Continuity & Disaster Recovery Planning**
- **Security Awareness Training & Documentation**
- **API Security & Serverless Computing Security**