

Faith Letsoara

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Professional Summary

Results-driven IT professional with over 5 years of experience in technical support, cybersecurity, and cloud infrastructure. Certified in Azure, AWS, and Microsoft Security, with hands-on expertise in virtualization, network management, and service reporting. With hands-on experience contributing to secure and scalable cloud solutions during training and internships.

Skills

- Cloud Platforms: Microsoft Azure, AWS
- Virtualization: VMware, Hyper-V (familiar)
- Cybersecurity: Threat monitoring, IAM, SIEM, endpoint security
- Reporting Tools: Power BI, Excel, Azure Monitor
- Networking: Routing, switching, firewall configuration
- Soft Skills: Problem-solving, teamwork, adaptability, communication

Certifications

- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Microsoft 365 Administrator (MS-102)
- Microsoft Certified: Security Operations Analyst Associate (SC-200)
- Microsoft Certified: Azure AI Engineer Associate (AI-102)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Dynamics 365 Fundamentals (MB-920)

Professional Experience

POS Support Engineer, OMA Emirates – Johannesburg (2023 – Present)

- Configure, reassemble, and deploy POS devices across retail and banking environments.
- Provide technical support and ensure device readiness for operational use.

IT Support Engineer ,Altron– Banking Sector (Standard Bank), Johannesburg (2017 – 2023)

- Delivered Tier 1 and Tier 2 support for over 500 users.
- Resolved hardware, software, and network issues.
- Supported Active Directory, Exchange, and Office 365 environments.

Projects & Internships

Virtual Cloud Security Internship -**Lgit Smart Solutions**(2024)

- Simulated real-world cloud security scenarios using Azure.
- Implemented IAM policies, monitored logs with CloudWatch and Azure Monitor, and responded to simulated threats.

Data Analytics Bootcamp- **Digitaley drive**(2025)

- Built dashboards and analyzed large datasets using Excel ,Microsoft SQL and PostgreSQL to derive insights.

Education

-Diploma in Information Technology – College Campus

-Grade12