



## Letisia Tatimoa Pangata'a (Lee-Tis-See-Ya)

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[LinkedIn](#) | [GitHub](#) | [Technical Blog](#)

**Position :** System Engineer – Level 1 / Kaipūkaha Pūnaha - Taumata 1

Please visit this link [GCSB System Engineer Portfolio](#) built specifically for this role.

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### Professional Summary

IT Graduate from University of Auckland with 3 years of professional experience at Microsoft New Zealand in Cloud-Native Architecture, Systems Support, and Cybersecurity. Proficient in Windows / Linux administration, automation using PowerShell and Python, alongside standard cloud security principles. Actively building home lab systems and automation workflows to build secure, resilient environments, passionate about the future of public sector technology and national security in service of Aotearoa, New Zealand.

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### Professional Experience

#### Microsoft Corporation (Microsoft New Zealand)

##### Customer Success Account Manager [ FTE ] – Customer Success Unit

July 2024 – August 2025 (Role impacted by FY26 restructure)

[ Please visit this link [Letisia Pangata'a's FY25 Impact Review](#) for a detailed impact review. ]

- Supported secure, cloud-native infrastructure adoption for enterprise and public sector organisations, aligning Microsoft Azure capabilities with critical business and operational requirements.
- Collaborated with engineering and cloud architecture teams to troubleshoot deployment challenges and improve system resilience.
- Contributed to platform lifecycle planning, including system optimisation, security configuration guidance, and post-deployment support.
- Strengthened trust with stakeholders by translating complex technical issues into clear action plans, supporting sustained system performance and reliability.

#### Cloud Solution Architect [ Internship ] – App Innovation / Cybersecurity

February 2022 – December 2023

- Participated in engagements related to designing and implementing secure, scalable architectures using Azure IaaS and PaaS components, including Logic Apps, Functions, Key Vault, and Azure Active Directory.
- Conducted threat modelling and supported performance reviews to enhance security posture and operational reliability for finance, retail, and government clients.
- Contributed to automation initiatives using Power Platform, scripting system workflows to streamline deployment and reduce operational overhead.
- Delivered proof-of-concepts demonstrating identity integration, secure system access, and automation in multi-tier infrastructure environments.

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## Technical / Systems Projects

### **Windows Server Lab Environment – Applied Lab Project**

Complete Active Directory lab with domain controllers, RBAC implementation, and Group Policy automation. Demonstrates Windows administration and security best practices.

**Technologies:** Windows Server 2022, Active Directory, PowerShell, Group Policy

<https://github.com/letisiapangataa/windows-server-lab>

### **Linux Infrastructure Automation – Applied Lab Project**

Automated Linux server deployment and configuration using Bash scripting and infrastructure as code principles.

**Technologies:** Ubuntu/CentOS, Bash, systemd, SSH Hardening

<https://github.com/letisiapangataa/linux-infra-automation-lab>

### **Network Security Lab – Applied Lab Project**

Comprehensive network lab demonstrating VLAN segmentation, firewall configuration, and security monitoring aligned with CCNAv7 principles.

**Technologies:** Cisco Packet Tracer, pfSense, Wireshark, VLAN Config

<https://github.com/letisiapangataa/network-security-lab-ccnav7>

### **System Monitoring Dashboard – Applied Lab Project**

Custom monitoring solution for infrastructure health, performance metrics, and security events with automated alerting.

**Technologies:** Python, Grafana, InfluxDB, Prometheus

<https://github.com/letisiapangataa/system-monitoring-dashboard>

### **Database Administration Lab – Applied Lab Project**

SQL Server and MySQL administration lab focusing on security, backup strategies, and performance optimization.

**Technologies:** SQL Server, MySQL, T-SQL, Performance Tuning

<https://github.com/letisiapangataa/database-administration-lab>

### **AI Chatbot Prototype for Student Support – Applied Learning Project**

Developed a Q&A chatbot for student FAQs using Azure Bot Services and QnA Maker. Integrated it into a web portal for self-service support.

**Technologies:** Azure Bot Framework, QnA Maker, HTML/CSS, Azure AI Services

<https://github.com/letisiapangataa/student-support-chatbot>

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## Technical Skills

**Infrastructure & Platforms:** Microsoft Azure (App Services, Functions, Logic Apps, Azure SQL, Synapse, Databricks), Windows Server, Linux (Ubuntu/Debian), Active Directory (in progress via lab)

**Security & Identity:** SC-900 Certified, Threat Modelling, Azure Defender, RBAC, access control principles

**Scripting & Automation:** PowerShell, Python (pandas, automation), SQL; basic Bash and JavaScript; familiar with GitHub Actions and Azure DevOps pipelines

**Monitoring & Analytics:** Power BI, Azure Monitor, log analytics; working knowledge of system health dashboards and alerting

**Configuration & DevOps:** GitHub, Azure DevOps, Visual Studio Code, Power Platform (low-code automation)

**Networking & OS:** CCNAv7-trained in networking fundamentals, basic DNS/DHCP routing; Windows/Linux administration.

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## Education

**University of Auckland (Waipapa Taumata Rau)**

**Bachelor of Science in Information Technology Management**

**Activities:** Women in Computer Science, Auckland University Muay Thai Club, Auckland University Computer Science Society, Summer Lab Entrepreneurship Program.

**Important Note :** I hold a Bachelor of Science in IT Management, with practical experience in systems engineering, network operations, and cloud platforms. While my degree focus was on IT Management, my work has included hands-on exposure to telecommunications infrastructure, system administration, and cybersecurity. Prior to switching to an IT Management major, I was a Computer Science and Information Systems major (Stage 1/2/3) to then majoring into Cybersecurity before majoring into IT Management to fulfil my previous offered role as a Customer Success Account Manager at Microsoft New Zealand.

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## Certifications (Currently Upskilling : AZ-204 – Azure Developer Associate)

- Microsoft Certified: Azure AI Fundamentals (AI-900)
  - Microsoft Certified: Azure Fundamentals (AZ-900)
  - Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)
  - CCNAv7 : Enterprise Networking, Security, and Automation
  - ARIS Certificate – Software AG
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## Links

- [LinkedIn Profile](#)
  - [Technical Blog](#)
  - [GitHub Portfolio](#)
  - [GCSB System Engineer Portfolio](#)
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**References available upon request.**