



Letisia Tatimoa Pangata'a

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

Professional Summary

Blending a strong technical and non-technical foundation in **AI**, **Cloud Architecture**, and **Customer Success** with practical experience across **App Innovation**, **Cybersecurity** and **Customer Engagement**. Experienced in bridging technical and business domains, delivering **secure**, **data-driven**, and **scalable solutions**.

Professional Experience

Microsoft Corporation (Microsoft New Zealand)

Customer Success Account Manager [FTE] – Customer Success Unit

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

- Engaged with enterprise customers to align Microsoft cloud solutions with strategic business outcomes.
- Facilitated cloud adoption through architecture reviews, implementation road maps, and success planning.
- Collaborated with engineering and partner teams to resolve blockers and optimize post-sales deployment.
- Cultivated stakeholder relationships to support long-term customer retention and platform engagement.

Cloud Solution Architect [Internship] – App Innovation & Cybersecurity

February 2022 – December 2023

- Supported enterprise customers of Senior Cloud Solution Architects on their Azure-based architectures for secure, scalable applications across finance, retail, and public sector clients.
 - Participated in customer workshops, threat modeling, and application modernization strategies.
 - Contributed to low-code solutions using Power Platform and Azure Logic Apps.
 - Delivered proof-of-concepts (PoCs) to demonstrate Azure capabilities in cloud-native environments.
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Technical Projects

Retail Analytics Dashboard – Applied Learning Project

Built an end-to-end analytics solution using Azure SQL and Power BI to visualize product performance and sales trends. Implemented data cleaning pipelines with Python and scheduled updates via Power Automate.

Technologies: Azure SQL, Power BI, Python, Power Automate

<https://github.com/letisiapangataa/retail-analytics-dashboard>

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

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

Technical Skills

Cloud Platforms: Microsoft Azure (App Services, Functions, Azure SQL, Cosmos DB, Azure Logic Apps, Fabric, Databricks, Synapse)

Data & AI: Power BI, Azure Machine Learning, Python (pandas, scikit-learn), SQL, DAX, Azure AI Studio

Security & Identity: SC-900, Threat Modeling, Azure Defender, Role-Based Access Control (RBAC)

DevOps & Tools: GitHub, Azure DevOps, Visual Studio Code, Power Platform, VS Code

Languages: Python, PowerShell, SQL, basic JavaScript

Education

University of Auckland

Bachelor of Science in Information Technology Management (Class of 2025)

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

Certifications

- **In Progress** - Microsoft Certified: Azure Developer Associate (AZ-204)
 - 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](#)
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References available upon request.