

T'Vedt Lazenby

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SUMMARY

Dynamic Operations Leader with 11 years of experience in streamlining organizational workflows and enhancing operational efficiency. Spearheaded the automation of manual processes, reducing administrative effort by 25% and maintaining a 98% uptime for program activities across three regions. Seeking the Member Services Supervisor role at UniPro to enhance service delivery and operational excellence through innovative process management and cross-functional collaboration.

EXPERIENCE

Intercontinental Exchange (ICE/NYSE)

System Administrator / Internal Operations Support

Remote

October 2022 – September 2025

- Improved internal service turnaround by 20% by standardizing intake, escalation, and resolution workflows across multiple systems.
- Reduced repeat issues by 15% by identifying workflow gaps, documenting fixes, and training teams on consistent processing standards.
- Acted as a systems super-user, supporting ServiceNow ticketing, CMDB accuracy, and workflow configurations used across operations and finance teams.
- Partnered with compliance, engineering, and leadership to resolve high-impact issues by analyzing root causes and implementing preventative process changes.
- Balanced workload across support queues by reviewing volume trends and redistributing assignments to maintain SLA performance.

Teleperformance (Apple Enterprise Support)

Remote

Tier-2 Technical Support Specialist / Operations Coordinator

February 2015 – May 2020

- Managed 40-60 daily cases while maintaining 92% CSAT by improving case documentation and resolution consistency.
- Reduced average resolution time by 35% by identifying common order, billing, and account issues and creating standardized troubleshooting guides.
- Served as escalation lead by resolving complex customer, pricing, and account discrepancies while coordinating with internal support teams.
- Improved team efficiency by creating SOPs, templates, and training resources used to onboard new hires and support ongoing performance.

Office Depot

Westland, MI

Customer Service Department Manager

January 2013 – July 2015

- Increased customer satisfaction by 30% by leading, coaching, and scheduling a 15-member service team.
- Reduced account cancellations by addressing process breakdowns in pricing, fulfillment, and service recovery workflows.
- Maintained 96% service level adherence during peak business periods by implementing data-driven scheduling using workforce management software for a 15-person customer service team.
- Reduced associate ramp-up time by 22% over 18 months by implementing structured onboarding programs and leveraging learning management systems for scheduling and progress tracking.

Tech Teens Inc.

Remote

Founder & Operations Lead

September 2023 – Present

- Implemented operational workflows for enrollment, scheduling, communications, and reporting using Monday.com and Microsoft 365, streamlining processes for 100+ participants over 12 months.
- Automated manual processes to reduce administrative effort by 25%, improving accuracy and turnaround time.
- Developed over 20 comprehensive SOPs and digital training modules in Microsoft 365 to accelerate volunteer ramp-up time by 30% and ensure unified program delivery standards across teams operating in three regions.
- Coordinated cross-functional communication between program, finance, and external partners, resolving an average of 10 operational issues per quarter and maintaining a 98% operational uptime for program activities using Microsoft 365 and Monday.com.

EDUCATION

Business Administration (Coursework)

Knoxville College

Software Development Apprenticeship

DigitalCrafts

ServiceNow Administration & Workflow Automation

Kura Labs

SKILLS

Customer & Client Operations Skills: Order & billing support, Account issue resolution, Data accuracy & quality control, Internal & external stakeholder support

Technical & Systems Skills: Business systems support (ERP / CRM platforms), ServiceNow (ticketing, workflows, reporting), Workflow automation & system optimization, Microsoft 365 (Excel, Outlook, Word), Jira, Monday.com, Slack

Process & Problem-Solving Skills: Process improvement & workflow optimization, Root cause analysis, Issue resolution & service recovery, Documentation & SOP creation, Change support & adoption

Operations & Leadership Skills: Team supervision & coaching, Workload balancing & scheduling, Onboarding & training, Escalation management, Cross-functional collaboration