

# T'VEDT LAZENBY

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Technical Program & Project Leadership | IT Operations

## PROFESSIONAL SUMMARY

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Technical operations leader with 5+ years coordinating cross-functional teams, managing incident response programs, and delivering production releases in a NYSE high-availability environment. Built a nonprofit from the ground up — programs, partnerships, operations, and marketing. Combines deep technical knowledge with strong communication skills to align engineering, operations, and leadership around shared goals and timelines. Looking to bring that same energy to a Technical Program Manager or Project Coordinator role.

## CORE COMPETENCIES

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**Program & Project Delivery:** Cross-Functional Coordination, Incident Program Management, Release Management, SDLC, Stakeholder Communication, Process Design

**Technical Foundation:** ServiceNow (AI Agent, Incident, CMDB, Flow Designer), Windows & Linux Servers, Splunk, Jenkins, Jira, Confluence, Monday.com

**Operations & Automation:** Workflow Automation, SLA Management, Root Cause Analysis, Change Management, REST APIs, n8n, PowerShell

## PROFESSIONAL EXPERIENCE

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### Incident & Release Program Coordinator / System Administrator

*Intercontinental Exchange (ICE/NYSE) — Atlanta, GA*

Oct 2022 – Sep 2025

- Supported enterprise infrastructure powering high-availability financial systems across 20,000+ Windows and RHEL Linux servers in a NYSE production environment
- Managed Active Directory accounts, permissions, and Group Policy configurations for 500+ users, ensuring secure access control
- Performed system monitoring, patching, and performance tuning across Windows environments, contributing to a 20% improvement in system uptime
- Utilized RHEL 9 for command-line administration, log review, and system operations in mixed-OS environments
- Resolved escalated incidents end to end, improving service reliability and reducing downtime across production systems
- Served as primary trainer for new system administrators, delivering onboarding, hands-on guidance, and process walkthroughs
- Authored step-by-step procedures, SOP guides, and internal documentation used across the admin team to standardize incident response
- Collaborated with security teams on endpoint hardening and vulnerability remediation to support compliance
- Assisted with infrastructure upgrades, hardware refresh cycles, and software deployments across enterprise systems
- Provided mentorship to junior analysts and support technicians, building team capability and knowledge sharing

### Technical Program Engineer — ServiceNow Automation

*Kura Labs (ServiceNow Innovation Hub) — Remote*

Jul 2025 – Nov 2025

- Designed and delivered 5+ automated workflows from requirements gathering through testing and deployment using full SDLC process
- Reduced manual triage effort by 30–40% through AI-driven remediation solutions integrating REST APIs and OpenAI
- Built escalation and approval logic that improved SLA performance for high-priority incidents
- Documented processes and presented workflow designs to stakeholders for review and sign-off

## Founder & Program Director

Tech Teens Inc. (501c3 Nonprofit) — Remote

Sep 2023 – Present

- Built a nonprofit from scratch — designed programs, secured partnerships, created operations processes, and launched marketing
- Secured \$11,000 in in-kind grant funding during year one by building partner relationships and demonstrating program impact
- Coordinate cross-functional teams across 5+ program tracks (AI, cybersecurity, web development, financial literacy, game development)
- Implemented workflow automation and structured processes that improved operational efficiency by 20%+

## Tier 2 Technical Support Specialist

Teleperformance (Apple Program) — Remote

Feb 2015 – May 2020

- Resolved 40–60 technical issues daily across Apple ecosystem, serving as escalation point between customers and engineering
- Reduced average resolution time by 35% through process improvements and structured troubleshooting frameworks
- Developed troubleshooting documentation adopted across teams, improving consistency and onboarding speed

## KEY PROJECTS

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**AI-Powered Incident Remediation System:** Designed end-to-end automated incident response workflows using ServiceNow, REST APIs, and AI integration. Reduced manual intervention by ~25%.

**Operational Automation Pipelines (n8n):** Built multi-step automation pipelines to streamline team communication, task management, and data handling across internal systems.

## EDUCATION & TRAINING

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**Kura Labs** — ServiceNow Administration & AI Engineering Program

**DigitalCrafts** — Software Development Apprenticeship

**Knoxville College** — Business Studies

## CERTIFICATIONS

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ServiceNow Certified System Administrator (CSA) — In Progress

CompTIA A+ • CompTIA Network+ — In Progress