

# T'Vedt Lazenby

Scrum Master • Technical Project Coordinator • Systems & Automation

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## PROFESSIONAL SUMMARY

Scrum Master & Technical Coordinator with hands-on experience supporting engineering teams, automation work, and system workflows. Skilled in leading Agile ceremonies, breaking down user stories, analyzing requirements, and keeping sprint cycles tight. Background includes system operations, incident analysis, documentation, and improving workflows across ServiceNow, cloud environments, and automation tools. Known for turning technical details into clear tasks, removing blockers early, & helping teams deliver consistent MVP-ready results.

## CORE SKILLS

Scrum Ceremonies • Sprint Planning • Daily Standups • Retrospectives • Agile Coaching • Jira • Confluence • ServiceNow • User Story Mapping • Technical Analysis • Requirements Gathering • Cloud Concepts (AWS/Azure) • ITSM Processes • CI/CD Awareness • Python/SQL Familiarity • Git • Version Control • Solution Design Support • Cross-Functional Collaboration • Technical Documentation • Stakeholder Communication • MVP Development • Backlog Prioritization • Code Quality Support

## PROFESSIONAL EXPERIENCE

### AI Automation Engineer / ServiceNow Developer

June 2025 – November 2025

*RiseUp with ServiceNow Innovation Hub (Kura Labs)*

*Hybrid*

- Supported Agile delivery of multi-agent workflows by refining user stories, documenting requirements, and coordinating sprint tasks across engineering & data-focused teams.
- Helped design & test an EC2 remediation MVP using ServiceNow Flow Designer, OpenAI, and AWS concepts, to improve incident handling with AI-driven automation
- Improved code quality by maintaining update sets, ACLs, Script Includes, and integration logic, ensuring consistency across environments.
- Analyzed incident patterns to identify priorities & reduce blockers, cutting investigation time by 25% across development cycles.
- Co-facilitated sprint reviews, demos, and technical walkthroughs that improved clarity for engineers, analysts, & stakeholders.

### System Administrator / Project Coordinator / Release Engineer

October 2022 – September 2025

*Intercontinental Exchange (NYSE/ICE)*

*Hybrid*

- Served as the first line of defense for ICE's global Windows & Linux server environment, handling incoming incidents, diagnosing issues, and stabilizing systems across ICE's enterprise infrastructure.
- Handled daily ServiceNow incident queues, gathering requirements, documenting root causes, & meeting SLA targets while reducing noise for engineering teams.
- Standardized troubleshooting workflows that cut repeat escalations by 15% & gave teams a clear process for diagnosing issues.
- Automated high-volume remediation steps using Jenkins, Puppet, & internal scripts, reducing manual work & speeding incident closure across multiple teams.
- Partnered with compliance, engineering, & operations to analyze incident trends, translate technical issues into business impact, & shape preventative actions.
- Coordinated change & release activity using Jenkins + Octopus while aligning tickets across ServiceNow & Jira to keep deployments accurate & predictable.
- Documented runbooks, escalation flows, & SOPs that improved cross-team clarity & cut onboarding time for new engineers.
- Supported ServiceNow administration tasks including incident workflows, change coordination, user permissions, and cross-platform system integrations.

## Scrum Master / Software Developer Apprentice

June 2022 – January 2023

*DigitalCrafts*

*Hybrid*

- Facilitated Agile ceremonies for an 8-person dev cohort, achieving 100% on-time delivery of 8+ full-stack applications.
- Managed Jira backlogs, clarified acceptance criteria, & coordinated sprints to ensure consistent MVP progress.
- Improved team coordination by 30% through a transparent tracking system that reduced blockers & improved communication.
- Provided technical support across debugging, testing, & deployment tasks, accelerating delivery of capstone projects.

## Apple Technical Support Specialist

February 2015 – May 2020

*Teleperformance (Apple)*

*Hybrid*

- Resolved 40–60 technical cases daily with 92% CSAT while translating complex issues into clear, actionable steps for clients & engineering teams.
- Built internal SOPs & troubleshooting templates that reduced repeat issues & cut resolution time by 35%.
- Supported escalation workflows across hardware, software, & multi-device ecosystems, reinforcing strong communication standards.

## CERTIFICATIONS

- Professional Scrum Master I (PSM I)
- Google Project Management Certificate
- Kura Labs – CSA & CAD (In Progress, Expected 2025)

## EDUCATION

- Digital Crafts – Software Development Apprenticeship
- Kura Labs – ServiceNow Admin & AI Dev Program
- Knoxville College – Studied Business Administration

## TECHNICAL TOOLKIT

ServiceNow • Jira • Confluence • Microsoft 365 • Google Workspace • Git • n8n • Jenkins • Octopus • Python • SQL • AWS • Azure • Linux • Windows Server • PowerShell • Bash • Slack • Monday.com • Asana • API Integrations • JSON