

T'Vedt Lazenby

Technical Project Coordinator / Systems Administrator / Implementation Specialist

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Key Role: Seeking a **Systems Administrator** or **Support Engineer** role focused on automating incident response, coordinating change deployments, and maintaining secure infrastructure across Windows, Linux, and cloud environments.

PROFESSIONAL SUMMARY

Systems Administrator & Automation Engineer with 5+ years of experience managing secure, high-availability Windows & Linux environments. Skilled in VMware infrastructure support, PowerShell automation, vulnerability remediation, & data-driven performance monitoring. Adept at integrating cloud & on-prem systems, leading cross-functional projects, and building scalable workflows that improve uptime, audit readiness, & team efficiency.

CORE SKILLS

VMware vCenter, ESXi, vSAN, NSX • Windows Server & RHEL Administration • PowerShell & Ansible Automation • Terraform IaC • Jenkins & Azure DevOps Pipelines • PowerBI & Aria Dashboards • Incident & Change Management • Vulnerability Remediation • Documentation & Compliance Auditing

PROFESSIONAL EXPERIENCE

RiseUp with ServiceNow Innovation Hub via Kura Labs

June 2025 – Nov 2025

AI Automation Engineer / ServiceNow Developer Remote

- Develop AI-driven incident remediation workflows integrating ServiceNow Flow Designer, OpenAI APIs, & AWS Lambda.
- Design modular automation pipelines using Terraform & Ansible principles to enhance scalability & deployment velocity.
- Conduct proof-of-concept testing for VMware-like virtual lab environments to validate automation reliability.
- Created internal tracking sheets & service reports to monitor automation success rates, incident turnaround times, & workflow efficiency.
- Document every system component (ACLs, Script Includes, Update Sets) to streamline peer collaboration & audits.

Intercontinental Exchange (ICE/NYSE)

Oct 2020 – Sept 2025

System Administrator / Project Coordinator / Release Engineer Hybrid

- Configured & maintained VMware vCenter & ESXi hosts, optimizing resource allocation & improving uptime across segmented Windows & Linux environments.
- Automated patching & deployment workflows using PowerShell & Ansible, reducing manual intervention & deployment times by 35%.
- Supported vSAN storage integrations & system migrations, ensuring redundancy & compliance with audit standards.
- Used Terraform & Azure DevOps pipelines to standardize environment provisioning & enforce configuration consistency.
- Partnered with InfoSec to apply vulnerability remediations & track compliance through ServiceNow CMDB & automated dashboards.

- Led release coordination using Jenkins & Octopus Deploy, ensuring seamless updates across production clusters.
- Documented SOPs & operational diagrams to support business continuity & disaster recovery initiatives.

Tech Teens Inc.

Sept 2023 – Present

Founder & Technical Lead Remote

- Created automated onboarding workflows via Make.com & Google App scripts, improving volunteer setup time by 60%.
- Implemented role-based access controls & security policies across Google Workspace & Microsoft 365 environments.
- Designed reporting templates using PowerBI-style metrics to track student engagement & system uptime.

WORKFLOW & AI PROJECTS

- **EC2 AI Remediation System** – Built an EC2 auto-remediation pipeline using ServiceNow, AWS, and Slack to streamline incident handling during peak traffic.
- **Resume Tailoring Agent** – Designed an AI-powered resume refiner using n8n and OpenAI for automated tailoring edits via email based on current resume and job description links.

CERTIFICATIONS

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

EDUCATION

- Knoxville College – Studied Business Administration
- Digital Crafts – Software Development Apprenticeship
- Kura Labs – ServiceNow Admin & AI Agentic Dev Apprenticeship (In Progress)