

## Lee Bartlett

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*Motivated professional with diverse experience in facilitating success. Earning trust of others via being a committed and reliable contributor has created a wide berth of opportunities for me to create value ranging from managing agile projects, to leading incident calls, to supporting both 1P and 3P customers in resolving technical and non-technical issues. I'm seeking a new home to grow and create value in.*

## Work Experience

### Support Engineer III

March 2020-June 2024

Amazon

Remote/Seattle, WA

*Provided US-time Tier 1 and Tier 2 assistance as part of a worldwide 24/7 team supporting 1P and 3P retail and grocery stores using Amazon services and hardware such as just-walk-out (JWO) checkout-free technology. Responded to tickets created both via automated monitoring and manually created by associates, in addition to fielding incoming calls and emails. Utilized Unix-based systems and command-line tools for log analysis, remote troubleshooting, and network diagnostics. Also took part in on-call rotation, and independently managed projects to drive organizational improvements.*

- Reduced ticket volume in area owned as subject matter expert by 30%, and reduced mean-time-to-resolution by 50% by retooling SOPs, updating alert thresholds, and via continuous improvement efforts on workflows used for self-service troubleshooting & ticket creation, improving quality of incoming tickets and reducing touches needed to resolve tickets.
- Drove highest monthly ticket resolution team-wide, solving over 200 tickets each month with resolution rates driven by cooperation with dev teams to resolve issues which needed escalation, and to improve tools accessible to team to streamline resolution.
- Saved over \$1 million per year by driving improvements centered around device management at sites via implementation of new mobile device management procedures, both by creating accessible SOPs and introducing new device management-facilitating storage solutions.
- Led organization-wide incident response calls when service failures were identified, performing root cause analysis and proposing preventative measures as part of the post-incident correction of error process.
- Built field services team in support of retail stores, interviewing and training engineers and providing ad hoc escalation support to field team to support pilot program and full launch of program, featuring 20 field technicians across two central locations with dispatching coordinated over ServiceNow.
- Authored and maintained SOPs and other documentation, creating an SOP library for hardware that was merged into team ownership and was previously undocumented to facilitate engineer-use in remote troubleshooting efforts. Worked with Network Engineering team on improvement initiative for team's Network SOPs for issues with as WAP connectivity & BGP issues.
- Administered mobile device management of several thousand devices such as Zebra Scanners and HP POS systems across multiple platforms via Airwatch and JAMF, deploying software and configuration updates and troubleshooting devices.
- Provisioned new macOS, iOS, Windows, Android, and Fire OS devices such as laptops, and performed triage on returned devices, repairing and reprovisioning them for reuse.

### Merchandising Lead

October 2015-August 2019

Best Buy

Bellingham, WA

*Led team of ten merchandising specialists, training individuals and delegating tasks. Worked alongside team to keep store pricing updated, merchandise organized and secure, displays updated and functional, coordinate with 3P vendors, and to assist customers find solutions to meet their needs, in addition to managing inventory and processing inbound and outbound inventory and orders.*

- Managed team to meet 100% workload execution rate over two years of leadership.
- Recognized for two consecutive years with membership to Best Buy's exclusive "Retail Network," collaborating with corporate to assess & propose changes and address store challenges.

## Certifications

- CompTIA Network+
- Certified Associate in Project Management (CAPM)
- Azure Fundamentals (AZ-900)
- Professional Scrum Master II (PSM II)

## Education

Bachelor of Arts, English

Western Washington University

## Skills

- Cloud Computing (Azure)
- Networking (TCP/IP, DNS, DHCP, VPN, AD)
- Operating Systems (Linux, macOS, Windows 7/10)
- Scripting (PowerShell, Bash)
- SaaS Support
- Mobile Device Management (JAMF, Airwatch)
- Technical Support (In-person & Remote)
- Device Provisioning (macOS, iOS, Windows, Android, Fire OS)
- Ticketing (Asana, Jira, Zendesk)
- Data Analysis (Excel, SQL, Smartsheet, Google Sheets)
- Documentation
- Root Cause Analysis