KENESHA A. SEXTON

SENIOR ATLASSIAN ENGINEER | **ATLASSIAN PLATFORM SUPPORT**

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PROFESSIONAL SUMMARY

Atlassian Certified Expert Emeritus with 15+ years of experience administering enterprise Atlassian products and environments. Experienced in analyzing business processes, engineering complex service workflows, implementing advanced automation, and recommending best practice solutions to improve service delivery and platform maintainability.

CORE TECHNICAL SKILLS

Atlassian products: Jira, Jira Service Management (JSM), Confluence, Loom

Jira & JSM administration: Advanced workflows, issue types, screens, custom fields, permission and issue security schemes, request types, portals, SLAs, Assets/CMDB and change management

Confluence administration: Spaces, templates, page permissions/restrictions, content organization, global settings, JSM knowledge bases and integrations

Automation engineering: Advanced Jira Automation, smart values, JQL, conditional logic, cross-project/scheduled rules, web requests, team-based assignment and external alerts

Product support & governance: Complex issue and log troubleshooting, configuration audits/standardization, rule optimization, product upgrades/maintenance and Marketplace apps

CAREER ACCOMPLISHMENTS

- Designed and deployed a bidirectional Jira Cloud integration using automated web requests to create support tickets and update related records.
- Streamlined a CapEx approval process in Jira Service Management by replacing named approvers with approval groups and consolidating more than 35 Jira Automation rules into approximately seven - about an 80% reduction and improved efficiency.
- Digitized a separate manual CapEx approval process in Jira Service Management, introducing structured multilevel approvals and a traceable approval history.
- Engineered an automated Jira/JSM space provisioning process for new opportunities using automated web requests.

PROFESSIONAL EXPERIENCE

ARCTIQ | Formerly Verinext / Forty8Fifty Labs | Remote - Duluth, GA

ESM Support & Operations Engineer **Jul 2026 - Oct 2026**

- Provided technical guidance and coordinated day-to-day Atlassian platform support, customer escalations, and operational issue resolution across managed environments.
- Developed monthly and quarterly Jira/JSM service reports and dashboards using various Atlassian Marketplace apps to streamline performance reporting.
- Analyzed Atlassian products and service trends, translated findings into improvement recommendations, and presented performance results to stakeholders.

ARCTIQ | CONTINUED

Operations Manager, Atlassian Support Engineering **Jun 2021 - Jun 2026**

- Led the Atlassian managed support services team across as many as seven concurrent customer environments, coordinating production incident response and services escalations.
- Tracked contractual response and resolution SLAs, typically achieving approximately 95% or better compliance across supported services.
- Coordinated customer-approved environment cleanup and product improvements with customer administrators to support maintainability and license optimization.
- Reviewed platform health and service trends to recommend improvements, translating technical findings into actions for customers and internal teams.

Atlassian Support Administrator **Jan 2017 - Jun 2021**

- Administered the Atlassian platform for managed services customers, investigating incidents and maintaining support operations.
- Provided internal Atlassian platform support and delivered strategically aligned improvements in response to business requirements.

EARLIER EXPERIENCE

ALSAC / ST. JUDE CHILDREN'S RESEARCH HOSPITAL | Memphis, TN

ITS Tools Administrator **2012 - 2017**

- Supported internal employees as a primary administrator for Jira Server and BMC Remedyforce, resolving product issues and sustaining enterprise IT service delivery.

Business Intelligence Analyst I & II **2008 - 2012**

- Analyzed enterprise reporting data to develop performance reports and business intelligence insights supporting departmental decision-making.

Data Analyst / Computer Support Specialist I **2006 - 2008**

- Maintained reporting and data quality, resolved payment-processing issues, provided desktop/network support, and administered Active Directory accounts.

NORTH MISSISSIPPI CENTER FOR HIGHER EDUCATIONAL ADVANCEMENT | West Point, MS

Data Management Specialist **2002 - 2006**

- Maintained three project databases, supported end users, and developed and maintained the organization's website.

PROFESSIONAL CERTIFICATIONS

ATLASSIAN DISTINCTION & CERTIFICATIONS

Atlassian Certified Expert Emeritus
Atlassian Certified in Cloud Organization Administration
Atlassian Certified in Managing Jira Projects for Cloud

RETIRED ATLASSIAN CERTIFICATIONS

Atlassian Certified Jira Administrator for Data Center
Atlassian Certified Confluence Administrator for Data Center and Server
Atlassian Certified Jira Service Desk Administrator

ADDITIONAL CERTIFICATION

ITIL Foundation v3

EDUCATION

Master of Science, Computer Information Systems | University of Phoenix

Bachelor of Business Administration, Management (Information Systems) | Jackson State University