KENESHA A. SEXTON

Operations Manager, Atlassian Support Engineering

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SUMMARY

Dedicated Operations Manager with sixteen years of experience as a Certified Information Technology professional. Strong focus on efficiently automating business processes with an emphasis on ITSM configuration and supporting Atlassian products.

EXPERIENCE

ANEXINET + VERISTOR SYSTEMS, INC. / FORTY8FIFTY LABS 📍 Duluth, GA

Operations Manager, Atlassian Support Engineering
📅 2021 — present

- Managing and leading a team of Support Engineers responsible for configuring, administering, and supporting multiple Atlassian products and environments per Atlassian best practices

Atlassian Support Administrator
📅 2017 — 2021

- Configured, administered, and supported multiple Atlassian products and environments per Atlassian best practices

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

ITS Tools Administrator
📅 2012 — 2017

- Configured, administered, and supported system configurations for BMC Remedyforce and Atlassian Jira applications

Business Intelligence Analyst I & II
📅 2008 — 2012

- Queried and analyzed reporting databases of extracted, transformed, and loaded data to provide strategic program reporting for business units

Data Analyst
📅 2007 — 2008

- Tested account data uploads and resolved payment processing issues in the donor database, while maintaining the division's Intranet web pages

Computer Support Specialist I
📅 2006 — 2007

- Troubleshot software, hardware, network, and printer issues, while creating network accounts for new users in Active Directory and maintaining the Help Desk Intranet web pages

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NORTH MS CENTER FOR HIGHER EDUCATIONAL ADVANCEMENT 📍 West Point, MS

Data Management Specialist
📅 2002 — 2006

- Troubleshot software, hardware, network, and printer issues, while managing and analyzing data in three project databases, and developing and maintaining the company's website

TECHNICAL SKILLS

Atlassian Certified Jira (Service Desk) Administrator, BMC Remedyforce Systems Administrator, SharePoint, Nintex Workflow & Forms, InfoPath Designer, PerformancePoint Services, Sparx Enterprise Architect, MS SQL Server, Business Objects, Crystal Reports, JavaScript, HTML, CSS, Adobe Web Premium Creative Suite, Adobe LiveCycle Designer, Microsoft Office, PC Troubleshooting, Active Directory Management

EDUCATION

MSCIS, Computer Information Systems, University of Phoenix, Phoenix, AZ
📅 2003 — 2004

BBA, Management (Information Systems), Jackson State University, Jackson, MS
📅 1996 — 2001