KENESHA A. SEXTON

ATLASSIAN SOLUTIONS ENGINEERING | ENTERPRISE SERVICE MANAGEMENT | SUPPORT OPERATIONS

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PROFESSIONAL PROFILE

Atlassian Certified Expert Emeritus with extensive experience designing and supporting Jira and Jira Service Management solutions across Cloud and Data Center environments. Brings together hands-on automation and platform engineering, managed support operations, customer-facing service leadership, and data-driven process improvement.

CAREER ACCOMPLISHMENTS

- Designed and deployed a production bidirectional Jira Cloud integration using REST APIs, automating support ticket creation and synchronizing updates between customer and provider environments.
- Reengineered a customer's complex CapEx approval process, replacing individual-user dependencies with group-based approvals and consolidating 35+ automation rules into approximately 7 (at least an 80% reduction).
- Digitized a separate customer's paper-based CapEx approval process through Jira Service Management, introducing structured multilevel approvals and a traceable approval history.

PROFESSIONAL EXPERIENCE

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

ESM Support & Operations Engineer Jul 2026 – Oct 2026

- Maintained Atlassian managed support operations through restructuring, coordinating customer communications, escalations, work assignments, service reporting, and QBRs while also resolving technical issues.
- Provided hands-on administration and Information Technology Service Management (ITSM) support for Jira / Jira Service Management (JSM) and Confluence Cloud, resolving platform configuration, access, automation, and service delivery issues.
- Developed and presented monthly and quarterly customer service analytics using Jira / JSM dashboards, eazyBI, Custom Charts, and Tempo Timesheets to reduce manual reporting effort.

Operations Manager, Atlassian Support Engineering Jun 2021 – Jun 2026

- Led Atlassian managed support services for up to seven concurrent customers across independently administered environments, overseeing day-to-day product support, production incidents, and coordinating on-premises upgrades.
- Monitored contractual response and resolution SLAs, typically achieving approximately 95%+ compliance; presented service trends, customer satisfaction results, and operational performance to stakeholders.
- Owned end-to-end customer Quarterly Business Reviews, translating operational reporting and platform health assessments into practical service and environment improvement recommendations.
- Led and coordinated proactive customer-approved cleanup sprints directly or through customers' internal product administrators to support maintainability and license optimization.

Atlassian Support Administrator Jan 2017 – Jun 2021

- Administered and supported Jira / JSM, and Confluence environments for managed support customers, resolving technical issues and maintaining platform operations.
- Delivered customer-requested platform improvements and ongoing application maintenance to align Atlassian solutions with changing business needs.
- Collaborated with customer administrators and support engineers to investigate incidents, implement approved changes, and sustain managed service delivery.

EARLIER EXPERIENCE

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

ITS Tools Administrator 2012 – 2017

- Administered BMC Remedyforce and Atlassian Jira Server applications supporting enterprise IT service delivery.

Business Intelligence Analyst I & II 2008 – 2012

- Queried and analyzed ETL-fed reporting databases to deliver strategic performance reporting for business units.

Data Analyst | Computer Support Specialist I 2006 – 2008

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

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

Data Management Specialist 2002 – 2006

Managed data across three project databases, supported end users, and developed and maintained the organization's website.

TECHNICAL EXPERTISE

Atlassian platforms: Jira, Jira Service Management (JSM), Confluence; Cloud, Server and Data Center administration, Bitbucket, Loom

Solution engineering: Jira Automation, Jira REST API, cross-instance integrations, enterprise approval workflows, application configuration, business process automation

Service delivery & analytics: ITSM/ESM, SLA management, QBRs, service analytics, customer health checks, license optimization

Additional tools: Atlassian Marketplace apps, such as eazyBI, Custom Charts, Tempo Timesheets

Okta, BMC Remedyforce, Microsoft SQL Server, BusinessObjects, Crystal Reports, SharePoint, Nintex Workflow & Forms, Active Directory

PROFESSIONAL CERTIFICATIONS

Atlassian Certified Expert Emeritus

Atlassian Certified in Cloud Organization Administration

Atlassian Certified in Managing Jira Projects for Cloud

Atlassian Certified Jira Administrator for Data Center (Retired)

ITIL® Foundation v3

Previously earned (retired): Atlassian Certified Confluence Administrator for Data Center and Server; Atlassian Certified Jira Service Desk Administrator.

EDUCATION

Master of Science, Computer Information Systems | University of Phoenix

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