

# LEXI PAYNTER, IT LEADERSHIP

lexicpaynter@gmail.com | 512.645.5806 | Austin, TX | linkedin.com/in/lexicpaynter

## PROFESSIONAL SUMMARY

- ✓ IT Leadership
- ✓ 24x7 Global IT Operations
- ✓ Cloud Infrastructure
- ✓ Process Optimization
- ✓ IT Budgeting Planning
- ✓ Vendor Management
- ✓ Strategic Planning
- ✓ Change Management
- ✓ Regulatory Compliance
- ✓ AI and Automation
- ✓ ITIL 4 Framework
- ✓ ITSM Service Delivery
- ✓ Identity & Access Governance
- ✓ Continuous Improvement
- ✓ SOC Compliance Alignment
- ✓ AIOps Implementation

## CAREER HIGHLIGHTS

- Transformed IT Service Management into a global 24x7 multi-tiered operation, embedding ITIL practices, automation, and AI-driven virtual agents to scale service delivery and elevate the employee experience.
- Built and migrated ITSM to Jira Service Management, unifying IT and development teams on a single platform to streamline planning, building, and change management, accelerating delivery and improving collaboration.
- Spearheaded the enterprise-wide deployment of Datadog, establishing proactive cloud monitoring and observability practices that strengthened reliability, improved cross-team visibility, and reduced incidents.
- Partnered with HR and Security to modernize user lifecycle and privileged access workflows, automating onboarding and offboarding processes to ensure compliance, reduce manual intervention, and maintain least-privilege controls.

## PROFESSIONAL EXPERIENCE

### SENIOR MANAGER, IT OPERATIONS

Continental General, Austin, TX | January 2024 – Present

- AI & Automation:** Spearhead the design and deployment of AI-driven agents for Tier 1 support automation and documentation intelligence, delivering a 50% reduction in Service Desk ticket volume within 2 months of launch.
- IT Leadership:** Direct the IT Operations function, leading 3 managers and a team of 20 across Service Delivery, IT Operations, and Cloud Operations in a 24x7 global FTE and offshore structure.
- Strategic Planning:** Define and drive the IT Operations roadmap, ensuring modernization initiatives, automation investments, and capacity planning align with broader IT and organizational goals.
- Infrastructure Management:** Oversee AWS cloud infrastructure spanning 50+ accounts across multiple entities, enforcing strict account segmentation to maintain data integrity and regulatory compliance.
- Operational Efficiency:** Spearhead a strategic modernization initiative to rebuild critical nightly cycle processes on AWS using Step Functions, automating the generation and delivery of claims, financial reports, and data integrations.
- Change Management:** Appointed as Change Manager to lead the design and implementation of a fully automated, auditable change pipeline with end-to-end tagging to track every change from discovery through release.
- Incident Management:** Implement proactive monitoring across cloud and endpoint environments using Datadog and NinjaOne, shifting from reactive to predictive incident response and reducing customer-reported incidents.
- KPI & Governance:** Established formal SLAs across IT service delivery, leveraging AI-driven monitoring to automate at-risk ticket detection and alerting, ensuring proactive SLA management and optimal service outcomes.
- Privileged Access & Identity Governance:** Partner with Security to strengthen privileged access controls across AWS and Microsoft 365, ensuring least-privilege access, compliance, and alignment with PAM standards.
- Security & Compliance:** Support SOC 1 and SOC 2 certification and annual audits, with the IT Operations team owning vulnerability remediation across endpoint and server environments using Tenable.
- Cost Optimization:** Drive ongoing cost governance through active vendor negotiation and regular licensing utilization analysis, identifying and eliminating waste across the IT portfolio to maximize ROI.

### SERVICE DESK MANAGER

Continental General, Austin, TX | December 2020 – January 2024

- Service Desk Implementation:** Build and manage a customer-focused IT Service Desk team from the ground up, leveraging reporting and automation capabilities to improve quality and efficiency.
- ITIL 4 Framework:** Lead the implementation and ongoing maintenance of ITIL processes, emphasizing automation and continual improvement initiatives to enhance the efficiency and effectiveness of IT service delivery.
- Incident Management:** Standardize incident management, expediting the identification and resolution of underlying issues.

- **Reporting & KPI Management:** Develop and maintain reporting and KPI tracking to monitor IT support staff performance, identify trends in service requests, and improve efficiency through proactive problem management.
- **Asset Management:** Oversee the planning and maintenance of IT assets, managing relationships and vendor contracts.
- **Drive Self-Service:** Oversee the implementation and regular maintenance of a self-service portal and virtual agent, using technology to empower users to resolve common issues independently, reducing dependency on IT resources.
- **Technical Training:** Lead company-wide communication and training efforts when releasing new tools and processes.

## LEAD TECHNICAL ENGINEER

American Cancer Society, Austin, TX | January 2018 – December 2020

- **Regional IT Support Management:** Lead IT support contact for the South Region offices in Texas, New Mexico, Oklahoma, Louisiana, and Arkansas, ensuring seamless functionality and optimal performance of office systems and technologies.
- **Privileged Access Management:** Administered Active Directory permissions, group policies, and privileged accounts to ensure data security and adherence to compliance standards.
- **Call Center Management:** Oversaw the National Cancer Information Center IT onboarding and hardware support including computer imaging, IP phone configurations, equipment maintenance, asset management, and general IT support.
- **Tier 2 Support:** Delivered tier 2 technical support to organization employees and volunteers through Service Desk escalations.
- **Training:** Conducted technology-focused trainings to enhance the skill set of IT technicians, fostering a culture of innovation.
- **Event Support:** Led the IT support for Texas events, ensuring the seamless execution of technology-dependent initiatives.
- **SME Support:** Served as Subject Matter Expert (SME) for Security, Telecom, Mac OS, and Messaging.

## SERVICE DESK ANALYST

American Cancer Society, Austin, TX | November 2015 – December 2017

- **Tier 1 & Tier 2 Technical Support:** Delivered end-to-end IT support across hardware, software, network, identity, and collaboration tools, resolving incidents and service requests to maintain workforce productivity.
- **Escalation & Incident Response:** Served as escalation resource for complex incidents, partnering with IT Operations and infrastructure to restore service and minimize impact.
- **Enterprise Tools & Endpoint Support:** Supported organization-wide systems including endpoint devices, telephony, messaging, VPN, and business applications, ensuring reliable user access and functionality.
- **Training & Mentorship:** Supported onboarding and mentoring of new Service Desk analysts, sharing troubleshooting practices and domain knowledge to accelerate team readiness.
- **SME Domain Support:** Acted as subject matter contributor across security, telecom, macOS,

## SENIOR TECHNICAL SUPPORT ANALYST

teleNetwork, Austin, TX | January 2013 – November 2015

- **Network Troubleshooting:** Resolved complex network, connectivity, and desktop infrastructure issues for business and residential customers across diverse environments and ISP-supported platforms.
- **Advanced Troubleshooting & RCA:** Used diagnostic and remote support tools to isolate root causes across routers, modems, endpoint networking, and software configurations, restoring service and minimizing downtime.
- **Customer Technical Support:** Delivered high-quality technical support in a fast-paced MSP environment, guiding customers through issue resolution and strengthening trust and satisfaction. Security Solution

## ----- CERTIFICATIONS & EDUCATION -----

ITIL, ITIL 4 Foundations | 2024

Atlassian, ITSM with Jira Service Management Certification | 2024

Amazon Web Services (AWS), Cloud Practitioner Certification | 2024

Bachelor of Business Administration in Computer Information Systems, Texas A&M University

## ----- TECHNICAL PROFICIENCIES -----

Automation | PowerShell | Datadog | SolarWinds | Amazon EC2 | AWS Step Functions | S3 | Amazon Connect | Okta | Azure AD | Microsoft 365 | SQL Server | GitHub | Automation Engine | Python | Entra ID | Intune | Atlassian | UiPath | Active Directory | Tenable | NinjaOne | Salesforce