

Lewis Purdy

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PROFESSIONAL SUMMARY

Seasoned IT professional with extensive experience in technical operations, incident management, and IT infrastructure support. Adept at leading teams, optimizing workflows, and implementing future-proof solutions that align with business goals. Proven ability to streamline IT operations, manage cross-functional projects, and enhance user support efficiency.

EXPERIENCE

Audacy, Inc. – Chicago, IL

Manager, Digital Technical Operations & Support | Apr 2022 – Mar 2025

- Led an offshore team of 10+ agents, improving listener support efficiency
- Streamlined bug reporting and escalation procedures, reducing resolution time
- Managed incident response using PagerDuty, integrating real-time communication via Slack.
- Delivered L1/L2 support through Zendesk with JIRA escalations, increasing issue resolution rates.
- Utilized DataDog dashboards for proactive issue tracking and trend analysis.

Closet Works – Elmhurst, IL

System Administrator | Mar 2022 – Apr 2022

- Managed full server stack maintenance, ensuring system stability and uptime.
- Oversaw ZyWall firewall operations, strengthening network security.
- Administered UniFi network stack, optimizing connectivity and reducing downtime.
- Implemented Jamf MDM for device management, improving patch deployment efficiency.
- Aligned network security measures with SOC2 compliance standards.

Studio Gang – Chicago, IL

Systems Coordinator | Jul 2021 – Oct 2021

- Managed Azure AD integration, enhancing user provisioning and security protocols.
- Administered server stacks, optimizing IT infrastructure performance.

IT Support Specialist | Apr 2018 – Oct 2021

- Provided technical support for 150+ employees across four locations.
- Implemented DATTO RMM and deployment scripts, improving IT asset management.
- Migrated conferencing systems to GoToMeeting, enhancing meeting reliability.
- Managed Digium Phone PBX operations, improving call uptime and reliability.

National Restaurant Association – Chicago, IL

Desktop Engineer II | May 2017 – Apr 2018

- Provided T1-T3 IT support for 200+ employees, ensuring seamless technology operations.
- Led a company-wide PC upgrade project, enhancing productivity and security.
- Maintained Active Directory and SCCM for efficient user and device management.

Critical Mass – Chicago, IL

Technical Support Analyst | May 2015 – May 2017

Imagination Publishing – Chicago, IL

Junior IT Administrator | Jun 2014 – May 2015

Geek Squad – Various Locations

Multiple Positions | Apr 2006 – Jun 2014

EDUCATION

Oakton Community College

Associate of Arts (AA), Anthropology | Jan 2020 – Dec 2022

TECHNICAL SKILLS

- **IT Infrastructure & Operations:** Server Management, Network Connectivity, Active Directory, SCCM, Azure AD, Cloud Computing (Azure, AWS)
- **Device & Endpoint Management:** Jamf MDM, UniFi Network, Endpoint Patch Management, Raspberry Pi Integration
- **Security & Compliance:** Firewall Management, Zero-Trust Security, SOC2 Compliance, Risk Management, Incident Response
- **Collaboration & Technical Support:** Zendesk Support, PagerDuty, JIRA, Confluence, DataDog Monitoring
- **Project & Incident Management:** ITIL Framework, Change Management, Root Cause Analysis

ADDITIONAL INFORMATION

- Experience with cross-functional collaboration between IT, engineering, and business teams.
- Passionate about optimizing IT operations and implementing cutting-edge technologies.