

LEWIS PURDY

Okatie, SC | (843) 338-6105 | lewis.purdy@me.com | linkedin.com/in/lewis-purdy | purdyobvious.com

SUMMARY

Technical operations leader with 15+ years of experience scaling enterprise support systems, managing distributed teams, and driving cross-functional engineering collaboration. Track record of reducing ticket resolution times, leading multi-platform QA, and modernizing infrastructure across SaaS, media, and IT consulting environments. Actively expanding into software development and cloud-native solutions.

EXPERIENCE

Technical Support Specialist

VendTech · Remote · May 2025 – Present

- Own end-to-end L1–L3 support operations for nationwide operator network, maintaining SLA compliance across critical system issues
- Embedded with engineering team to coordinate bug triage and feature delivery using ITIL and Agile frameworks, accelerating release cycles
- Serve as sole technical writer for the development organization; authored full SOP library and internal knowledge base from scratch
- Led 4-person SOP modernization initiative, streamlining agent onboarding and reducing knowledge transfer time by an estimated 40%

Owner & Founder

Purdy Tech Services · Okatie, SC · March 2025 – Present

- Founded IT consultancy delivering infrastructure design, secure network installation, software development, and remote monitoring to SMBs
- Advise small business clients on scaling infrastructure and optimizing technology spend; achieved 100% client retention since launch

Manager, Digital Technical Operations & Support

Audacy, Inc. · Chicago, IL (Remote) · April 2022 – March 2025

- Led offshore support team of 10+ agents delivering enterprise listener support for a high-traffic digital audio streaming platform
- Implemented Confluence + Zendesk documentation architecture that reduced average ticket resolution time by 30%
- Spearheaded Phase Two platform launch, coordinating technical operations across engineering, product, and stakeholder teams
- Conducted pre-release QA testing for iOS and Android apps using Proxyman, catching critical bugs before production deployment
- Monitored real-time platform health via DataDog and Domo dashboards; proactively surfaced and escalated performance regressions
- Designed and maintained escalation workflows and bug reporting pipelines using Agile and ITIL methodologies

System Administrator

Closet Works · Elmhurst, IL · March 2022 – April 2022

- Administered complete server infrastructure including ZyWall firewall, UniFi network stack, VMware/vSphere, and Veeam backup
- Managed Jamf MDM platform for Mac and mobile device fleet; deployed patch management and automated software distribution
- Maintained FileMaker Pro database environment supporting core business operations

Systems Coordinator / IT Support Specialist

Studio Gang · Chicago, IL · April 2018 – October 2021

- Delivered enterprise IT support for 150+ employees across 4 office locations, serving as primary escalation point for complex issues
- Implemented DATTO RMM and automated deployment scripts, cutting system provisioning time significantly across all locations
- Led full migration from on-premise file server to Egnyte cloud storage, improving collaboration and disaster recovery posture
- Administered Windows Server, vSphere VMs, and Veeam backup infrastructure; maintained 99%+ uptime across production systems
- Championed company-wide MFA rollout and password security policy overhaul, reducing credential-related incidents

Desktop Engineer II

National Restaurant Association · Chicago, IL · May 2017 – April 2018

- Provided T1–T3 support for Active Directory environment spanning 200+ employees; served as senior escalation resource
- Project-managed enterprise PC refresh across 200+ workstations using SCCM; delivered on time with minimal business disruption
- Supported a major office relocation, coordinating infrastructure cutover to ensure continuity of all critical systems

Technical Support Analyst

Critical Mass · Chicago, IL · May 2015 – May 2017

- Supported 500+ employees across macOS and Windows 10 platforms, managing Active Directory provisioning and access control
- Deployed and managed workstations at scale using Clonezilla, DeployStudio, and Absolute Manage RMM
- Administered Avaya phone system and Exchange server, supporting enterprise communications infrastructure

TECHNICAL SKILLS

Platforms:	Windows Server, macOS, Linux, Active Directory, Azure AD, VMware vSphere, AWS
Observability:	Datadog, Domo, Proxyman
Tools:	Zendesk, JIRA, Confluence, DATTO RMM, Jamf, SCCM, Zoho
Infrastructure:	Network administration, firewall management (ZyWall, Fortinet), UniFi, VPN, VDI
Methodologies:	ITIL, Agile/Scrum, incident management, change management, SLA management
Development:	Python (in progress), Swift (in progress), Git, HTML/CSS

EDUCATION & CERTIFICATIONS

Software Development Certification

DevSlopes Academy · April 2025 – January 2026

Associate of Arts, Anthropology

Oakton Community College · 2020 – 2022