

JEVON D. BUTLER

Colorado Springs, CO • (254) 462-2939 • jevon254@gmail.com

Portfolio: <https://jevonbutler.com>

PROFESSIONAL SUMMARY

Results-driven IT Operations Leader with 10+ years of progressive experience leading enterprise application ecosystems, IT service delivery, and technology operations across federal and non-profit environments. Proven track record overseeing 100+ production deployments, managing multi-vendor portfolios, and scaling platforms serving tens of thousands of end users. Skilled in translating business needs into operational solutions through ITIL service management, Agile/DevOps methodologies, and cross-functional stakeholder collaboration. Seeking a senior IT Operations or IT Project Management role where operational excellence and delivery leadership drive organizational impact.

CORE COMPETENCIES

IT Service Management: ITIL Incident, Change & Problem Management · SLA/KPI Oversight · Escalation & Outage Response · Service Desk Operations · SOPs & Knowledge Management

Project & Program Management: Enterprise Application Delivery · CI/CD & Release Management · Agile & DevOps · Vendor & Contract Management · Stakeholder Communication

Platforms & Tools: Salesforce (Nonprofit/Marketing Cloud) · Azure DevOps · Microsoft 365 · Google Workspace · AWS · Zendesk · Jira · Confluence · JAMF · Entra ID (Azure AD) · ConnectWise · SolarWinds

Security & Compliance: Role-Based Access Control (RBAC) · Identity & Access Management (IAM) · MDM/Endpoint Management · Data Governance · Regulatory Compliance Reporting

Data & Querying: SQL (intermediate) · PostgreSQL · Airtable · SAS Enterprise Miner

PROFESSIONAL EXPERIENCE

TRAILS (Transforming Research into Action to Improve the Lives of Students) January 2024 – Present

Technology Operations & Project Manager | Remote

Senior operational leader for enterprise applications and IT service delivery supporting a fast-scaling national mental health non-profit with 12,000+ partner schools and 30,000+ professionals nationwide.

- Led full-cycle implementation of Salesforce Nonprofit Cloud, migrating from a fragmented relational database to a scalable CRM; improved data integrity, reporting accuracy, and cross-functional visibility across program teams.
- Designed and deployed automated onboarding/offboarding workflows integrating HRIS and Google Workspace, reducing manual provisioning effort by 50% while strengthening access control consistency and auditability.
- Built and launched the organization's first hardware lifecycle management program, standardizing procurement, deployment, recovery, and reissuance for macOS and Windows devices through defined workflows, asset tracking standards, and MDM controls.
- Established RBAC frameworks and enterprise data governance policies, ensuring sensitive program and partner data remained securely segmented as the organization scaled nationally.
- Scaled technology operations infrastructure to support 12,000+ schools nationwide by leading platform modernization, vendor coordination, and operational planning initiatives.

United States Anti-Doping Agency (USADA)

April 2021 – January 2024

Enterprise Applications & Operations Lead | Colorado Springs, CO

Owned operational leadership and administration of USADA's enterprise application ecosystem, including a proprietary digital testing platform supporting Olympic, Paralympic, and 45+ National Governing Bodies.

- Led delivery of DCO Mobile, a custom doping control software replacing paper-based field workflows; significantly reduced data entry errors and accelerated sample processing and lab readiness across 45+ governing bodies.
- Owned CI/CD pipeline and release readiness by managing sprint planning and QA processes in Azure DevOps; maintained 99.9% on-time delivery of system updates and enhancements.

- Directed development and launch of Athlete Connect, a web-based platform enabling real-time compliance tracking, education delivery, and direct integration with core data systems.
- Integrated multiple systems (PostgreSQL, SIMON, DCO Mobile, SFTP pipelines) into unified workflows, establishing a single source of truth for athlete testing data across 40,000+ athletes annually.
- Developed comprehensive SOPs, knowledge base documentation, and training materials supporting field staff, stakeholders, and athletes; improving service consistency and reducing escalation volume.
- Managed multi-vendor technology relationships and SLA oversight, ensuring consistent delivery timelines and contract compliance across application, infrastructure, and support vendors.

United States Air Force

October 2013 – October 2019

IT Systems Administrator | Various Locations

Led IT operations and systems sustainment for global Air Force missions, overseeing client, voice, and wireless infrastructure supporting an \$8.2B Satellite Control Network across 10+ geographically separated units.

- Led 24/7 IT operations for the Air Force Satellite Control Network, maintaining continuous communications for 10+ command and control networks through coordinated Tier 1–3 incident response and outage recovery.
- Directed IT asset lifecycle management for 18,000+ assets across 116 accounts and 232 technology custodians; program recognized as Best Practice by Air Force Space Command Inspector General.
- Owned compliance reporting and audit readiness for 627+ regulatory requirements; team recognized five consecutive times as Best Large Defense Reporting Activity by Air Force Space Command.
- Resolved 6,000+ support tickets annually with a 24-hour closure rate, leading a 10-member technical team managing hardware, software, and configuration support across global sites.

EDUCATION

Master of Science, Management Information Systems	2025
Bellevue University	
Bachelor of Science, Information Technology Operations Management	2021
Bellevue University	
Associate of Applied Science, Transportation Management	2019
Community College of the Air Force	

CERTIFICATIONS

Project Management Professional (PMP) — PMI | In Progress