

Luke Lenentine

SERVICE OPERATIONS • INCIDENT MANAGEMENT • PEOPLE LEADERSHIP

Honolulu, HI • (808) 302-0329 • lukelenentine@gmail.com

PROFESSIONAL SUMMARY

Operations and service-management leader with 20+ years supporting enterprise IT and 24/7 production environments, including 20 years with Microsoft Xbox. Experienced in SLA and KPI ownership, incident and escalation management, staffing and shift coverage, employee coaching, operational analytics, and cross-functional process improvement. Combines hands-on infrastructure experience with direct banking IT expertise and a record of building reliable teams, documentation, and workflows.

ITIL-GOVERNED OPERATIONS SINCE 2006 • 24/7 PRODUCTION OPERATIONS • LEADERSHIP ACROSS 3 TECHNICAL DISCIPLINES

CORE STRENGTHS

Service Operations • Incident & Escalation Management • SLA/KPI Ownership • Workforce Planning
People Leadership • Performance Coaching • Succession Planning • Executive Reporting • Process Improvement
Azure • Active Directory • Windows Server • SQL/KQL • Monitoring & Observability • Technical Documentation

PROFESSIONAL EXPERIENCE

Microsoft Xbox

Senior Site Reliability Engineer

Redmond, WA

June 2021 - July 2026

- Directed a support organization delivering timely, consistent service for a 24/7 production environment, with accountability for SLA attainment, response and resolution times, and escalation performance.
- Forecasted staffing needs and managed schedule coverage across three specialist disciplines as shift lead, balancing operational demand against headcount and budget constraints.
- Coached and mentored engineers into future leadership roles, managed employee performance, strengthened succession planning, and exercised sound judgment in escalations and sensitive situations.
- Analyzed operational trends and performance metrics to identify risks and workflow improvements, presenting findings and recommendations to executive leadership.

Microsoft Xbox

Service Engineer

Redmond, WA

September 2011 - May 2021

- Served as shift lead supervising Service Engineering, SQL Database Engineering, and Network Engineering subject-matter experts through 2012, continuing the leadership role begun as Systems Administrator.
- Rebuilt the team's incident documentation and tracking approach, replacing an outdated knowledge base with a practical system that improved adoption and operational consistency.
- Worked across teams to close coordination gaps that slowed incident resolution, improving service health across successive release cycles.
- Owned reporting systems and partner relationships while driving operational consistency and scalability across Xbox services.
- Authored incident-response frameworks, escalation procedures, and operational documentation used to support consistent decision-making during high-impact events.

Microsoft Xbox (Vendor through Siemens and Atos)

Systems Administrator

Redmond, WA

September 2006 - September 2011

- Served as shift lead from 2008-2011, coordinating Service Engineering, SQL Database Engineering, and Network Engineering subject-matter experts in addition to System Analysts.
- Designed, implemented, and maintained ITIL process and policy to support a 24x7x365 Incident Management Ops Center.
- Trained and onboarded over 100 System Analysts.

Peoples Bank
Systems Administrator

Lynden, WA
June 2005 - September 2006

- Designed, implemented, and maintained Active Directory and SMS 2003 infrastructure, along with bank-wide application systems in an n-tier environment.
- Implemented software automation, scripting, and backup solutions.
- Installed SQL databases, developed complex JOIN queries, and used the Scheme programming language to overcome software limitations.

Pacific Software Publishing, Inc.
Systems Administrator

Bellevue, WA
August 2004 - May 2005

- Administered Active Directory across Windows NT 4, 2000, and 2003; built, installed, and maintained servers in a 150+ server web-hosting data center running Windows, Linux, and macOS.
- Built and maintained an Access/SQL database tracking configuration and status across the server farm; diagnosed and repaired hardware faults, including RAID arrays, fans, and drives.
- Wrote more than 20 technical manuals and support documents; provided customer support for server and email troubleshooting; and developed customer security and VPN solutions.

Microsoft Travel (Vendor through General Employment)
Network Engineer

Redmond, WA
June 1998 - September 1999

- Supported incident, knowledge, and change-management activities for Microsoft Travel and American Express technical operations.
- Independently developed the Microsoft Travel website for COMDEX 1998.

EDUCATION & CERTIFICATIONS

Western Washington University

Bellingham, WA

B.A., International Business Administration | Coursework completed August 2004

MINOR Japanese Language • IT coursework: relational databases, C++, and Visual Basic

INTERNATIONAL STUDY Asia University, Tokyo, Japan

CERTIFICATIONS ITIL Foundation v3; CompTIA Security+; CompTIA A+; Microsoft Certified Professional (70-201, 70-294, 70-297)

TECHNICAL QUALIFICATIONS

INCIDENT & SERVICE MANAGEMENT ICM, ServiceNow, Jira, and PagerDuty; familiarity with BMC Helix (Remedy), Ivanti, Jira Service Management, ManageEngine ServiceDesk Plus, and Freshservice

MONITORING & OBSERVABILITY Grafana and Azure Monitor

CLOUD & INFRASTRUCTURE Hands-on Azure experience, including self-hosted solutions; exposure to AWS; Active Directory; Windows Server; Linux familiarity; VPN and network security; VMware ESX; Storage Area Networks

DATA & REPORTING SQL, KQL, Crystal Reports, and SSRS

SCRIPTING & AUTOMATION KQL and Windows batch scripting; working knowledge of PowerShell, Python, and Bash using AI-assisted development tools

DOCUMENTATION Technical writing and process/procedure authorship

LANGUAGES Proficient spoken Japanese with working reading and writing ability; studied in Tokyo and taught English to Japanese corporate professionals

INCLUSION & CULTURE LEADERSHIP

- Proposed and helped implement Microsoft's Exploring Inclusive Behaviors training in 2014.
- Trained facilitators for Microsoft's Safe Space Conversations series.
- Contributed to ongoing inclusion and diversity initiatives across Microsoft as a valued participant and culture advocate.