

GARY WENDT

OPERATIONS & INCIDENT MANAGEMENT LEADER

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PROFESSIONAL PROFILE

Global Service Delivery | Enterprise Operations | ITIL Governance | Incident Management

Results-driven Operations and Incident Management leader with 15+ years directing global teams across Fortune 500 organizations. Expert in scaling operations, ITIL governance, IT infrastructure modernization, and driving business impact. Known for building teams, establishing industry-leading SLAs (99% uptime & 97% Change success), and delivering cost optimizations while maintaining excellence.

CORE COMPETENCIES

LEADERSHIP & TEAM MANAGEMENT

- Global Operations Leadership (24/7 Teams)
- Cross-Functional Team Building & Mentoring
- Executive Leadership & Stakeholder Management

INCIDENT & SERVICE MANAGEMENT

- Incident Management & Major Incident Response
- Change Management & Risk Assessment
- IT Service Desk & Data Center Operations

PROCESS, SYSTEMS & GOVERNANCE

- ITIL Maturity & Governance
- ServiceNow & ITSM Tool Implementation
- ISO 9000 Compliance & Audit Leadership

INFRASTRUCTURE & OPTIMIZATION

- Infrastructure Migration & Modernization
- AI-Driven Decision Making & Automation
- Copilot & Advanced Analytics Implementation

PROFESSIONAL EXPERIENCE

Major Incident Analyst | Abbott Laboratories | Maple Grove, MN | 6/2023 – 9/2025

- Managed 260+ major incidents across 150+ global teams, achieving 98% on-time resolution and 35% reduction in incident duration.
- Coordinated 100+ support teams and stakeholders via Teams incident bridges, establishing response within 10 minutes with 98% on-time participation.
- Executed 150+ Root Cause Analysis sessions achieving 100% audit compliance, eliminating systemic issues and reducing recurrence by 15%.
- Assessed 500+ incident tickets per year with 99% accuracy, declaring majors within SLAs and reducing unnecessary escalations by 20%.

Incident Team Developer | Broadridge Financial Solutions | Remote | 5/2021 – 9/2022

- Scaled new Incident Management team supporting 80+ applications, establishing framework achieving 100% incident response rate.
- Evaluated 200+ technical changes for Change Control Board, preventing high-risk changes with zero compliance violations.
- Managed SLAs/OLAs, optimizing 40+ playbooks in Confluence, achieving 98% SLA compliance.
- Advanced ITIL maturity across incident workflows, implementing 25+ standardizations improving consistency by 27%.

Service Desk Manager | Thomson Reuters | Eagan, MN | 8/2017 – 3/2020

- Led 20-analyst Service Desk team supporting 10,000+ employees globally, achieving 99% uptime SLA and 97% ITIL-compliant change success rate.
- Launched Tier 1 Major Incident team, reducing Tier 2 escalations by 40% and incident resolution time by 28%.
- Directed Microsoft 365 migration readiness, leading cross-functional teams through testing and beta pilots, enabling successful Service Desk rollout.
- Implemented cross-training between Service Desk and Network teams, enhancing coverage flexibility by 45% and reducing MTTR by 18%.

Lead Data Center Supervisor | Thomson Reuters | Eagan, MN | 1/2010 – 8/2017

- Migrated 1,200+ knowledge assets to SharePoint and ServiceNow, improving content accessibility by 75% and reducing search time by 60%.
- Implemented ServiceNow workflow automation improving routing accuracy by 40% and platform reliability from 94% to 99.2%; served on ServiceNow Advisory Board.
- Implemented 6-week cross-training program across Eagan and St. Louis Data Centers, coordinating sessions for 30+ participants achieving 95% process consistency.

EDUCATION & CERTIFICATIONS

AAS Computer Programming (Alexandria Technical College) | Alexandria, MN

ITIL v3 Certified

PMP (In Progress)

ACHIEVEMENTS

- ServiceNow Advisory Board Member
- AWS Cloud Immersion Course Graduate
- On-Prem to AWS Advisory Board Member
- Change Advisory Board Member (Multiple Organizations)
- ISO 9000 & ITIL Compliance Board - Zero Non-Conformities in Formal Audit
- Maintained 99%+ Uptime Across Multiple Roles & Organizations
- Led 3 Major Organizational Transformations with 95%+ Employee Satisfaction