

Jacob McKenzie

Major Incident Leadership · ITSM · Cloud & Infrastructure Operations

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Professional summary

Major Incident and ITSM leader with 7+ years of enterprise IT experience spanning support, incident response, and process improvement across financial services, manufacturing, healthcare, utilities, and payments. Combines incident command, ITIL 4-aligned process design, ServiceNow implementation support, and executive communications with hands-on Linux, cloud, automation, and private AI operations.

Core skills

ITSM: ITIL 4-aligned processes, ServiceNow, incident/problem/change management, RCA, SLA prioritization, executive communications.

Cloud & operations: AWS, Linux/Windows, VMware, Hyper-V, QEMU/KVM, Splunk, New Relic, Jira, Prometheus, Grafana.

Engineering: Docker/Podman, Bash, Python, Git, systemd, DNS/VLANs, reverse proxies, NFS/SMB, backups, Ollama, Open WebUI, n8n, MCP.

Relevant professional experience

Senior Incident Management Analyst

Worldpay · Remote

Sep 2024 – Jun 2025

- Designed and implemented ITIL 4-aligned Incident and Major Incident Management processes, including workflow standards, escalation paths, stakeholder communications, and governance controls.
- Supported an enterprise ServiceNow deployment by translating incident workflows into platform requirements and automation opportunities.
- Built SLA-based Sev1/Sev2 prioritization models tied to business impact and enterprise criticality to support consistent triage and restoration decisions.
- Authored operational documentation, training materials, process guides, and communication standards for technical teams and executive stakeholders.

Major Incident Manager

Capital One, via ICONMA · Plano, Texas

Jul 2022 – Jul 2024

- Coordinated high-priority incident response across financial-services infrastructure, AWS/cloud-hosted environments, and business-critical platforms.
- Led incident bridges across infrastructure, application, vendor, and business teams, coordinating triage, escalation, mitigation, and service restoration.
- Used ServiceNow, Splunk, New Relic, and Jira to maintain incident records, investigate service impact, communicate status, and track follow-up actions.

Major Incident Manager

3M, via TEKsystems · Irving, Texas

Jan 2020 – Jul 2022

- Led major incident response for enterprise manufacturing and business platforms, maintaining clear ownership, impact validation, mitigation steps, and recovery communications.
- Chaired cross-functional incident bridges with technical teams, leadership, vendors, and stakeholders during high-priority outages.
- Managed post-incident reviews, RCA documentation, lessons learned, and corrective-action tracking; partnered with Problem Management on recurring issues.

Independent infrastructure & technical practice

Self-hosted infrastructure & private AI

- Operate services across multiple Linux hosts with Docker/Podman, Compose, systemd, and NAS-backed storage; maintain monitoring, backup workflows, and restore tests.
- Configure Cloudflare Tunnels, reverse proxies, identity controls, DNS, and NFS/SMB storage for secure service access and recovery.
- Deploy local model serving and MCP-based workflows with scoped tool access, private knowledge retrieval, model routing, and evaluation.

Additional experience

Delivery Associate

Amazon · Lewisville, Texas Mar 2026 – Present

- Execute high-volume delivery routes with attention to safety, accuracy, customer service, and on-time performance; use mobile tools for route sequencing, exceptions, and delivery confirmation.

Tier 2 Analyst

TEKsystems · Irving, Texas Jul 2018 – Jan 2020

- Delivered escalated enterprise support for ITC Holdings and CareSource across incidents, service requests, access issues, and application support.
- Documented troubleshooting and resolutions in ServiceNow; supported incident escalation through impact validation, restoration tracking, and clear technical handoffs.

Sales Associate · Micro Center — Dallas, Texas · Feb 2017 – Jul 2018

Advised customers on computer hardware, software, compatibility, and budget.

Deli Service Clerk · Kroger — Jul 2014 – Feb 2017

Customer service, order accuracy, food safety, and department readiness.