XAVIER BENNET

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SUMMARY

Senior IT Operations Leader with 14+ years owning major incident management, 24x7 Command Centre / NOC operations, and critical service reliability. Expert at navigating complex, multi-supplier ecosystems to ensure rapid service restoration; ran shift teams of ~40 engineers at Optus and currently handle high-stakes global P1/P2 incidents at Workday. Proven track record of protecting critical customer journeys and advising C-level executives through national-news-level events, while leveraging AIOps (Gemini, Claude) to optimize real-time stakeholder communication and automate trend analysis.

- 24x7 Command Centre shift lead
- SLA/KPI Management & Reporting
- Crisis Management
- Incident/Problem Management
- ITIL compliance
- Handle C-level escalations
- AIOps using Gemini & Claude
- Multi Vendor Governance
- Process Developer

SELECTED HIGHLIGHTS

Incident & NOC Shift leadership (Optus): While leading 24x7 NOC shift operations directing a team of ~40 engineers, coordinated the recovery of a major incident that impacted 60% of the national network.

Problem (Tabcorp): Achieved a 56% reduction in the total number of problem tickets, decreasing from 97 to 42 over an 11-month period.

Process improvement using AI (Workday): Accelerated major incident communication by slashing broadcast times from 8 minutes to just 2 minutes by architecting an Agentic AI workflow integrating Google Gemini 3.1 , PagerDuty, and Slack

Continuous Service Improvement (Workday): Spearheaded global training across Costa Rica & India, enabling cross-functional teams to deliver customer-facing Root Cause Analysis (RCA) reports following major incidents.

PROFESSIONAL EXPERIENCE

WORKDAY, 100 Pacific Highway, North Sydney
Service Manager (Major Incident & Problem) **May 2024 to Current**

Workday (NASDAQ:WDAY) Workday, a company listed on NASDAQ, offers applications for financial and human resources management. With a global workforce of 18,000 employees, its systems are utilized by over 50% of Fortune 500 companies.

- **Major Incident Management:** Managing critical & high-priority IT incidents (P1/P2), ensuring service restoration within SLAs. Leading major incident recovery, coordinating technical & vendor teams to restore services within timeframes.
  Achievements & special projects
  - *Collaborated with the automation team to implement proactive ticket alarming, resulting in a 14% reduction in Mean Time to Identify over three quarters. Tools used: PagerDuty and Jira*
  - *Adept with tools such as Jira, PagerDuty, Slack, along with AI tools such as Google Gemini, Claude and Cursor.*

- **Problem Management -** Direct the end-to-end Problem Management lifecycle, overseeing Root Cause Analysis (RCA), Post-Incident Reviews (PIRs), and the Known Error Database (KEDB) to systematically eliminate recurring issues
  Achievements & special projects
  - *Spearheaded global training initiatives across Costa Rica and India, enabling cross-functional teams to deliver high-quality, customer-facing Root Cause Analysis (RCA) reports following major incidents.*

- **AIOps & Process Automation**- Used tools like Gemini and Claude to automate repetitive tasks across the incident lifecycle. Focused on speed & data accuracy, specifically around real-time stakeholder updates & incident metric tracking.
  Achievements & special projects
  - ***Google Gemini Agentic AI****: Built an Agentic AI workflow integrating Google Gemini 3.1, PagerDuty, and Slack that automated critical incident notifications, dropping communication delivery times from 8 minutes down to 2*
  - ***Claude-Driven Analytics Model:*** *Developed an advanced AIOps analytics model using Claude Opus 4.7 to automatically parse major incident data, accurately extracting critical metrics (MTTD, MTTI, MTTR), identifying resolution owners, isolating operational gaps, and mapping findings to systemic problem trends.*

TABCORP, 680 George Street, Sydney
Major Incident and Problem Manager **Feb 2023 to Apr 2024**

TABCORP HOLDINGS (ASX: TAH) *Tabcorp is Australia's largest gambling company, employing more than 5,000 people. It is the largest provider of wagering and gaming products and services in Australia.*

- **Major Incident and Problem Management –** Managed and successfully resolved a multitude of impactful incidents, with some affecting their retail, online and application. Ensured all regulatory frameworks were followed and logged.
  Achievements & special projects
  - *Achieved a 56% reduction in the total number of problem tickets, decreasing from 97 to 42 over an 11-month period. This improvement was realized through a strategic combination of trend analysis and vendor risk acceptance.*

- **Government Regulatory Oversight***:* Ensured the prompt reporting of all incidents to regulatory authorities. Formulated and delivered measures, accompanied by supporting data, to substantiate the integrity of the various systems involved.
  Achievements & special projects
  - *Successfully minimized the backlog of regulatory reports by fostering an open and effective communication channel with authorities.*

Macquarie Technology Group, 2 Market Street, Sydney
Major Incident and Problem Manager **June 2021 to Jan 2023**

Macquarie Technology Group (ASX: MAQ) *is an Australian cloud, data centre, government cyber security and telecom company, with offices in Sydney, Melbourne, Canberra, Brisbane and Perth. It owns and operates five data centres in Sydney and Canberra.*

- **Major Incident and problem Management –** Managed and successfully resolved a multitude of impactful incidents, with some affecting as many as 200 small to medium-sized business customers.

- **Vendor/stakeholder Management –** Overseeing crucial relationships encompassing customer and vendor engagements, conducting monthly meetings involving SLAs, continuous improvement, and reporting.

NOKIA, 16 Giffnock Avenue, Sydney
Service Delivery Manager–Incident, Problem & Change **June 2018 to May 2021**

Nokia *is a Finnish multinational telecommunication, information technology, and consumer electronics company, founded in 1865. Nokia's headquarters are in Espoo with approximately 103,000 people across 100 countries*

- **Offshore Team management (Incident, Problem & Change):** Managed deliverables for teams based in India & Philippines to ensure SLA/OLAs are met. Performed weekly reporting for onshore teams and senior management.
  Achievements & special projects
  - *Built macro tools to translate major criteria into workable macros enabling easy recognition of majors at tier 1 levels offshore.*

- **Crisis Management:** Managed teams onshore and offshore to manage disruptive and unexpected events such as Christmas Traffic, iPhone launch, Bushfires. Coordinated with external agencies (Special Vendors, RFS, Telco authority) to ensure services are restored as soon as possible.
  Achievements & special projects
  - *Designed and provided training on the Disaster management tool improving site list accuracy by up to 17%.*

Optus, 1 Lyonpark Road, Sydney **Dec 2012 to May 2018**
INCIDENT CONTROLLER/DUTY MANAGER (Shift lead for 40 engineers)

Optus *is an Australian leader in integrated telecommunications, delivering cutting-edge communications, information technology and entertainment services. The SingTel Group is Asia's leading communications group with operations in more than 20 countries worldwide.*

- **24x7 Command Centre & NOC Leadership –** Acted as central authority for incident response and escalation during major service outages in a true 24x7 NOC environment. Directed a team of approximately 40 engineers on rotating shifts through high-pressure incidents, ensuring timely escalations, SLA adherence and clear communication to management.
  Achievements & special projects
  - *While leading 24x7 NOC shift operations directing a team of ~40 engineers, coordinated the recovery of a major incident that impacted 60% of the national network. Directed technical, managerial and vendor teams and restored full service within 40 minutes under operational pressure.*
  - *Was promoted from the role of an Incident Commander to the NOC Shift lead in a short span of 2 years.*
  - *Recognized by senior executives for successfully leading back-to-back, high-severity incident resolution bridges lasting over 14 hours alongside key vendors.*
- **Continuous Service Improvement –** Led various initiatives aimed at enhancing operational efficiency across diverse domains. Advocated for the improvement of ITIL control processes and ensured their ongoing enhancement.
  Achievements & special projects
  - *Launched structured Change Advisory Board (CAB) process, improving governance and earning C-level recognition.*
  - *Conducted bi-weekly stakeholder meetings and oversaw NOC operations, ensuring timely communication and coordination during major events.*

- **Core Competencies:** Major Incident Management, Problem Management, 24x7 NOC Operations, Crisis Response, Root Cause Analysis (RCA), ITIL Compliance, Multi-Vendor Governance
- **AIOps & Automation:** Google Gemini, Claude, Cursor, Agentic AI Workflows
- **Platforms & Collaboration:** PagerDuty, Jira, Slack