

Zak Kartz

Senior Incident Manager · Cloud Operations · Security Operations

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Madison, WI

Open to relocation or remote

SUMMARY

Senior incident management and cloud operations professional with 7+ years at Epic Systems, a major healthcare SaaS provider. Experienced leading cross-functional teams through high-severity incidents, driving process improvements, and managing 24/7 operations for platforms serving 50,000+ users at 99.999% uptime. Holds dual ITIL 4 certifications and AWS CCP; actively expanding into security operations and AI-assisted workflows.

PROFESSIONAL EXPERIENCE

Epic Systems

Cloud Operations · Incident Management · Security Operations | Madison, WI | 2018 – Present

Senior Incident Manager 2021 – Present

- Served as primary incident commander for Epic's SaaS EHR platform, coordinating resolution across engineering, operations, and communications for 50,000+ users in mission-critical healthcare environments.
- Reduced incident response times by 50% through redesigned triage flows and escalation paths; became process owner for RCAs, driving measurable improvement in policy compliance and recurrence reduction.
- Took ownership of the RCA process end-to-end — reduced missed RCA deadlines by nearly 40% (from 80% to 50%), led quarterly RCA review meetings with cross-functional stakeholders, and presented process improvements and team goals to an audience of 400 at an internal all-hands.
- Adopted and overhauled the new hire RCA training curriculum; trained approximately 100 new hires, improving team-wide consistency and outcomes.
- Delivered executive-facing post-incident reports and action plans; managed scheduling for the incident manager team and maintained a weekly on-call shift.
- Partnered with compliance to identify and close coverage gaps in documentation, expanding policy scope to a previously unaddressed employee subset.

Cloud Service Desk — Customer Service Lead 2020 – Present

- Directed 25 technicians across a 24/7 Hosting Operations Center supporting 99.999% uptime for SaaS EHR infrastructure.
- Developed shift schedules, SOPs, and performance feedback processes; oversaw CAB approval workflows for critical infrastructure changes.
- Collaborated with engineering and SREs to improve alert fidelity and reduce alert fatigue at scale.

Security Operations 2024 – Present

- Monitored and triaged threat activity using Splunk Enterprise Security and SOAR; executed incident response workflows for high-priority alerts.
- Co-led cross-training program enabling operations technicians to fill in the Security Operations Center, expanding team coverage and capability.
- Validated false positives and coordinated containment actions with the broader cybersecurity team.

Hosting Operations Center Technician 2018 – 2020

- Monitored alerting infrastructure via Splunk ITSI; escalated and communicated incidents to affected teams in a 24/7 environment.

Additional responsibilities: Change Approval Board member · Disaster Recovery Coordinator · JIIT and Screen share access approver

Kiriworks

Support Engineer | Milwaukee, WI | 2016 – 2018

- Provided Tier 2 support for enterprise content management platforms; assisted clients with infrastructure integrations and performance tuning.

QPS Employment Group

System Support Technician | Brookfield, WI | 2015 – 2016

→ Delivered hardware/software support across 20+ branch offices; deployed automated patching system that reduced ticket volume by 30%.

EDUCATION

M.S. Information Technology Management

Western Governors University

2021

B.S. Information Systems and Technology

University of Wisconsin–Milwaukee

2018

CERTIFICATIONS

ITIL 4 Practitioner: Incident Management

July 2025

ITIL 4 Foundation

January 2025

AWS Certified Cloud Practitioner

November 2024

SKILLS

Incident Command & SRE Collaboration · RCA / Problem Management · Runbook Development · Splunk ITSI & Enterprise Security · SOAR · CAB / Change Management · Cross-Functional Team Leadership · Disaster Recovery · GitLab · AI-Assisted Workflows (Claude, Claude Code) · Executive Communication · Grafana · ITIL v4