Mike Holownych

Senior Technology Operations & Service Delivery Leader

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Leadership Profile

Technology operations and service delivery leader with 20+ years across financial services, capital markets and telecommunications. Experience leading monitoring and major incident response, consolidating support teams, and implementing incident management processes across business units.

At BMO, led 9 employees and 10 contract resources and managed a CAD $1.6M operating budget. Combines people leadership, vendor management and production governance with hands-on Linux, monitoring and automation experience, including Ansible work adopted across BMO's online banking infrastructure.

Core Capabilities

IT Operations & Service Delivery | People Leadership & Mentoring | Major Incident & Problem Management | Executive Incident Communications | Operational Resilience & Recovery | Monitoring & Observability | Automation & Remediation | Production Change & Release Governance | Operational Controls & Attestations | Budget, Vendor & Contract Management | ITIL

Professional Experience

TMX Group | Manager, IT Operations and Incident Response

February 2025 – October 2026 | Toronto, ON

Led a unified L1 Monitoring and Major Incident Management team through three team leads, with responsibility for escalations, executive communications and development of team leads for broader incident responsibilities.

- Consolidated two support teams following CDS Post Trade Modernization, bringing monitoring and major incident management into one operating team.
- Designed, documented and implemented an incident management process across all TMX businesses and subsidiaries, including Trayport, covering all severity levels.
- Led integration of ServiceNow Major Incident Management, including Google Workspace automation that creates a dedicated Chat space and Meet bridge for each incident troubleshooting team.
- Served as Incident Lead for P1/P2 incidents across TMX, excluding Trayport, coordinating technical recovery, escalations and executive updates.
- Oversaw monitoring and observability using Splunk Observability Cloud, Dynatrace and Grafana, with workload and operational automation through Control-M and Ansible Automation Platform.
- Supported CDS modernization go-live and post-go-live operations during the transition from mainframe to open systems.
- Strengthened production change requirements for technical documentation, implementation evidence, procedural completeness and accountable authorization; owned assigned operational control attestations.

Professional Experience — Continued

BMO Financial Group | Toronto, ON

January 2015 – January 2025

Senior Manager, Technology Support

October 2023 – January 2025

Led 9 FTE Linux and Windows systems administrators and 10 TCS and HCL contract resources supporting corporate, finance and financial-crimes technology across AWS, Azure and on-premises environments. Managed a CAD $1.6M operating budget.

- Negotiated and managed TCS and HCL contracts for after-hours staff augmentation, covering five resources per supplier under fixed-price and time-and-materials arrangements. Managed TCS renewals, resource counts, SLA/KPI reviews and performance escalations.
- Held production change approval authority within assigned scope and owned control attestations for change approvals, operational readiness, access, segregation of duties, and vulnerability and patch controls.
- Coordinated incident response, technical escalations and resource priorities across technology teams.

Team Lead, Technology Support

December 2021 – October 2023

Online Banking (OLBB) Discretionary Application Projects

- Built Ansible playbooks and Ansible Automation Platform Configuration as Code for an Event-Driven Ansible implementation, beginning with a Red Hat proof of concept in late 2021; adopted across the entire online banking infrastructure footprint.
- Validated the automation through QA and used it to deploy and manage QA, performance, UAT and production environments.
- Led business analysts, systems analysts and database administrators supporting online banking releases across 11 non-production environments.
- Coordinated development, testing, infrastructure and operations through production deployment and post-release warranty; provided technical readiness sign-off at applicable release gates.

Senior Systems Support Analyst

May 2017 – December 2021

- Defined monitoring metrics and remediation thresholds with production support teams; built Ansible remediation playbooks triggered through a custom ServiceNow integration with Ansible Tower/Ansible Automation Platform.
- Designed and built a Grafana, Prometheus and InfluxDB monitoring proof of concept, operating it alongside Zabbix across online banking non-production environments with Jira alert-to-ticket integration.
- Contributed Ansible playbooks for vulnerability and patch management, executed through Ansible Tower/Ansible Automation Platform, and supporting evidence provided to Internal Audit.
- Administered Red Hat Enterprise Linux and IBM WebSphere middleware for online banking non-production environments, deployments and release support.

Major Incident Recovery Team Facilitator

January 2015 – May 2017

- Facilitated major incident recovery across banking technology teams, coordinating technical escalations and stakeholder and executive communications using Remedy and subsequently ServiceNow.
- Coordinated root cause analysis and post-incident reviews, contributing to improvements in recovery procedures and monitoring.

Professional Experience — Continued

BlackBerry

Global IT Service Manager, BlackBerry Internet Service – Email

January 2011 – August 2012

- Service Owner for a global email service governed by a 99.999% availability SLA, accountable for service continuity, incident and problem management, vendor coordination and production change governance.
- Led incident recovery, held final production change approval authority within the assigned service portfolio, and acted as functional manager for supporting teams.

NOC Systems Administrator

May 2010 – December 2010

NOC Team Lead

December 2008 – May 2010

- Led a Network Operations Centre team of 9 direct reports.
- Participated in no-notice, leadership-initiated failovers of live production traffic from Waterloo to the UK at least quarterly, usually without service interruption.

Earlier Experience

Tucows | Network Operations Centre Analyst | 2007 – 2008

SAP Triversity | Technical Helpdesk | 2007

XorHosting | Network Operations Centre Chief | 2005 – 2007

Additional background in Unix/Linux administration, internet service provider operations and network engineering.

Independent Projects

AI Syndicate | Founder & CEO

November 2024 – Present | Toronto, ON

Founded a federally incorporated company for independent software and infrastructure projects, operated concurrently with employed roles at BMO and TMX Group.

- Lead software architecture and infrastructure automation projects across requirements, technical review, testing and acceptance. Develop local AI inference infrastructure and agentic engineering workflows emphasizing controlled execution and recovery testing.
- Build CI/CD workflows using GitHub Actions, GitLab CI and containerized testing, with Terraform and Ansible for infrastructure provisioning and configuration.

Technology

Monitoring & observability: Splunk Observability Cloud, Dynatrace, Prometheus, Grafana, InfluxDB, Zabbix

ITSM: ServiceNow (including Major Incident Management), Remedy, Jira

Automation: Ansible Automation Platform, Event-Driven Ansible, Ansible Tower, Configuration as Code, Control-M, Terraform

Infrastructure: Red Hat Enterprise Linux, AIX, Windows, IBM WebSphere, AWS, Microsoft Azure, Docker

DevOps: Git, Bitbucket, GitHub Actions, GitLab CI, GitOps

Education & Certifications

CDI College | Honours Diploma, Network Support Specialist

Villanova University | Master’s Certificate, Information Systems Security (2008)

ITIL v3 Foundation