Wendell Carmichael Senior IT Manager

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PROFILE SUMMARY

- **Senior IT Manager** with **9 years** in **manufacturing IT**, leading the 19-person team and 2 MSPs behind plant IT at Whirlpool's Ohio laundry and dishwasher plants, which run 3 shifts a day.
- Owns plant platforms on **VMware vSphere** and Microsoft Azure, **SAP** shop floor connections, Fortinet FortiGate, Cisco plant networks, Intune, Veeam and ServiceNow, and reports service levels in **Power BI**.
- Plans IT changes around production, with **OT network separation**, maintenance windows agreed with plant managers, ITIL change control for shop floor systems and **disaster recovery** sized to the cost of a line-down hour.
- Works with **plant managers**, controls engineers, the SAP team, corporate security and procurement, and gives **North America operations leadership** a quarterly review of plant uptime, risk and IT spend.
- Leads **3 site IT leads** and 16 technicians and analysts, has hired 7 people since 2022 and moved **4 plant technicians** into network and systems roles with written growth plans.

TECHNICAL SKILLS

IT Service Management:	ServiceNow, ITIL 4, Change Management, Problem Management, CMDB, Jira Service Management
Identity & Productivity:	Microsoft 365, Active Directory, Microsoft Entra ID, Single Sign-On, MFA
Endpoint Management:	Microsoft Intune, Microsoft Configuration Manager, Windows 10 IoT Enterprise LTSC, Zebra Mobile Computers
Infrastructure & Cloud:	VMware vSphere, Microsoft Azure, Veeam, Cisco Catalyst, Fortinet FortiGate, SAP ERP (plant integration)
Security & Compliance:	CrowdStrike Falcon, OT Network Segmentation, ISA/IEC 62443, NIST CSF, KnowBe4
Budget & Procurement:	Plant IT Budget (CapEx and OpEx), Vendor Negotiation, MSP Management, Contract Renewals, TCO Analysis
Project & Reporting Tools:	Power BI, Jira, Smartsheet, Microsoft Project, Excel

EDUCATION

Project Management Institute — Project Management Professional (PMP) — Online · Sep 2022

Western Michigan University — B.B.A. in Computer Information Systems — Kalamazoo, MI · Aug 2013 to Apr 2017

WORK EXPERIENCE

Whirlpool Corporation — Senior IT Manager, Plant IT (promoted 2023) — Benton Harbor, MI · Apr 2021 to Present

- After Broadcom's 2024 **VMware** licensing changes, cut plant hosts from 34 to 21 by consolidating virtual machines before the renewal, holding the 3-year contract increase to **11%**.
- Moved **1,380 plant PCs** off Windows 10 before its October 2025 end of support, onto Windows 11 or Windows 10 IoT Enterprise LTSC after controls engineers tested each line's HMI software.
- Separated office and production networks at 4 plants with **Fortinet FortiGate** firewalls and the corporate security team, closing **9 of 9** high-risk OT findings from the 2024 internal audit.
- Wrote the **3-year plant IT roadmap** that operations leadership approved in 2024, starting with one standard network and server room design, and IT-caused line-down minutes fell **46%** in year one.
- Built a **Power BI** scorecard of uptime, ticket aging and open risks for each plant manager's monthly staff meeting, raising plant IT satisfaction from 3.4 to **4.3 of 5**.

Gentex Corporation — IT Supervisor, Manufacturing (promoted from Systems Analyst) — Zeeland, MI · Jun 2017 to Mar 2021

- Moved plant IT requests from email and phone calls into **Jira Service Management** with SLAs for each shift, cutting average time to fix a line-down ticket from 74 to **26 minutes**.
- Built a cross-training plan for the 6 technicians on 3 shifts so each shift could fix scanners, label printers and line PCs alone, cutting overtime callouts by **58%**.
- Replaced unmanaged switches on 5 production floors with managed **Cisco** switches and a VLAN for each line, and network outages that stopped a line dropped from 23 to **4 a year**.