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| **Hanan DeMaria-Burgess** | 17514 Spring Cress Dr  Dumfries, VA 22026  (425) 518-2207  [hananburgess@gmail.com](mailto:hananburgess@gmail.com)  <https://www.linkedin.com/in/hanandemariaburgess> |

*15+ years of success leading IT/SAP infrastructure implementation projects, infrastructure deployments, application support, and operations.*

Versatile IT leader with strong business background focused on application portfolio management, incident and change management, problem management, and supplier management. Track record of managing infrastructure transformation to boost business agility while reducing costs. Perceptive leader with acute business acumen and expertise in building and leading high-performance teams to drive design and delivery of customer-focused, innovative solutions. Expertise ensuring IT systems are reliable, available, scalable, and secure, leading technological innovations to drive competitive advantage. Strategic analyst, skilled at creating and executing vision for IT infrastructure, platforms, and applications aligned with corporate business strategies.

Areas of Expertise

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| * Strategic Planning | * Service Delivery Management |
| * Project/Program Management | * Disaster Recovery |
| * Business Process Optimization | * Stakeholder Relationships |
| * Supplier Management | * Change Management |

# Professional Experience

AARP, Washington, DC

**Delivery Executive, IT**, 2016 - Present

Manage IT services and project portfolio, delivering successful programs and projects for business partners. Work with external vendors to understand and improve business solutions through process improvements and technology enablement.

* Coordinated and collaborated with IT and business stakeholders in a one-year project to shut down AARP owned data center and move IT applications to AWS.
* Brought in by CIO and VP 2 months before the go-live date on a 2-year long enterprise Salesforce Unified Marketing Platform project to create and manage an operational support model, supplier support contracts, and manage all integration systems, ETL processes, and reporting.
* Resolved eight-month long performance issue on Aprimo platform by bringing together EMMsphere, Microsoft, and Aprimo to help troubleshoot and implement stabilization solution.
* Selected by IT leadership to perform in-depth analysis of Skype for Business, identifying risk and causes of deployment delays and preparing investment proposal with detailed plan and resources.
* Secured first funding for the Aprimo platform for three years to deliver on priority business projects, continuing to eliminate backlog of projects. Delivered on almost 2 dozen projects in the 1st year of funding.
* Collaborated with key stakeholders to develop Management Operating System for Aprimo platform, ensuring consistent levels of engagement, communication, and responsibilities.

Honeywell, Redmond, WA

**Sr.IT Manager - Aerospace**, 2014 - 2016

Planned and coordinated SAP hosting activities supporting sustained SAP application availability and performance objectives, ensuring portfolio of SAP applications hosting infrastructure met stated SLAs and SLOs. Provided overall support delivery of application sustainment of existing business solutions, SLAs, Incident and Problem resolution, availability, and performance. Awarded Honeywell Bravo Award by Aerospace and Corporate IT leadership for execution and timely delivery of pioneering solution.

* Managed activities of approximately 20 SAP Basis resources to ensure stability and availability of Aerospace SAP environment.
* Directed Aerospace SAP Infrastructure Hardware Refresh Program to migrate Aerospace’s SAP landscape onto new converged infrastructure platform, testing and coordinating multiple support vendors to ensure post-cutover stability and performance.
* Implemented near-zero downtime (NZD) solution to reduce production migration downtime from 30 hours to eight hours with close to $94m in savings.
* Planned creation of SAP environment SharePoint home page to allow Aerospace IT community to subscribe to outage alerts for each SAP landscape.

Honeywell, Redmond, WA

**IT Operations Manager -Corporate-Enterprise Shared Services**, 2013 - 2014

Promoted to manage Honeywell Corporate IT project to transition application support of 150+ applications and ERP systems across Corporate IT. Executed processes to ensure compliance with Honeywell’s IT Security, ITIL procedures, license and currency policies, and incident and problem management, as well as managing application support teams and supplier SLA terms. Partnered with key stakeholders to drive both adoption and compliance. Awarded Honeywell Bravo Award for supplier transition initiative.

* Coordinated onboarding process of 300+ supplier resources into Honeywell environment.
* Facilitated the transition of ESS portfolio of applications to single service desk, Randstad, and single ticketing tool through Corporate Service Desk Strategic Roadmap Initiative.

Honeywell, Redmond, WA

**IT Manager, SAP**, 2008 - 2014

Promoted to manage service delivery of SAP end-to-end processes, infrastructure development, and systems issue resolution for two key strategic business groups with revenues of more than $16bn.  Conducted needs assessments and requirements planning, creating work scope, deliverables, timelines, resources, and budget to launch circa 30 SAP projects/year. Managed “go live” operations with internal IT teams and supervised standard maintenance initiatives by external service providers.

* Oversaw SAP Disaster Recovery exercises, implemented changes to testing procedures and storage architecture design and automating process to close gaps between two data centers: reduced recovery time by 20%.
* Supported 120+ servers & approximately 40 applications for circa 20k global end users.
* Decreased communication cycle time from three days to zero – achieving near “real time” capability.
* Directed large, complex, high-visibility project to split out SAP infrastructure and systems portion of $950m divestiture of business unit, managed hardware refresh of SAP landscape, and migrated storage platform from EMC to Hitachi.
* Created Total Cost of Ownership database to automate monthly reporting and capture billing errors, resolving on-going billing issues of more than $270k.

Honeywell, Redmond, WA

**Lead Project Manager**, 2007 - 2008

Promoted to lead 100+ end-to-end infrastructure projects from start to completion and direct work of three Project Specialists supporting IT needs of two business groups. Built relationships with project sponsors and suppliers, facilitating project reviews, identifying, and mitigating potential risks, assessing variances, and developing and implementing changes to ensure projects met time, cost, and quality objectives.

* Improved on-time service delivery to two client businesses from 52% to 77% and 73% to 85% in less than 14 months.
* Led global HR infrastructure rebuild project, including implementation of 40+ servers that spanned US, Canada, Europe, and Asia Pacific regions, enabling significantly faster and less costly service delivery.
* Championed and managed two Kaizen events involving five departments and circa 25 employees to identify gaps in project management processes and drive implementation of recommended changes.

# Education

**Bachelor of Science, Business, cum laude**  
*Western International University, Phoenix, AZ*

## **Credentials**

* ITIL Release Control & Validation
* ITIL Operational Support & Analysis
* ITIL Foundation v3
* ITIL Foundation v2
* Project Management Professional [PMP], Project Management Institute
* Green Belt/Design for Six Sigma, Honeywell
* Agile and Scrum Fundamentals Training
* Society for Information Management: Regional Leadership Forum certification