

# Marwan Shamaa

Broad Spectrum of Digital Delivery  
COMMITMENT | LEADERSHIP | INTEGRITY

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📍 Gurnee, IL

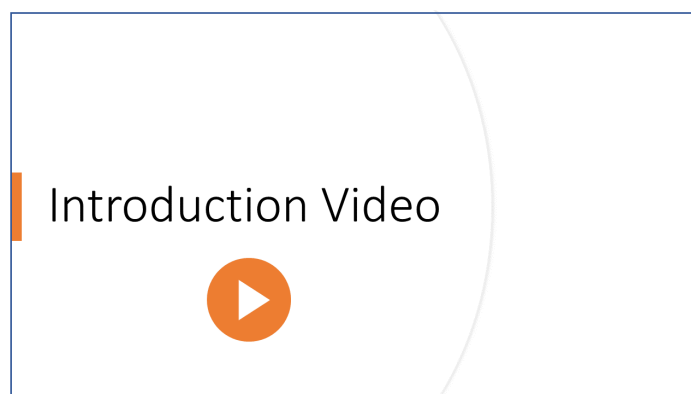
🌐 <https://marwanshamaa.com>

## Executive Summary

Proven performance while driving technology initiatives to advance overall business operation strategies, with expertise in processes reengineering, organization formation, and development. Many years of combined experience in technology, leadership, financials, human resources, and vendor management in fast-paced services and manufacturing industries. Dedicated to maintaining a reputation built on quality, service, and uncompromising ethics.

## Core Competencies

- ★ Strategic Technology Planning
- ★ SLC Regulatory Compliance
- ★ Application Development
- ★ Large Scale Program Management
- ★ Vendor Relationship and Negotiation
- ★ Advanced & Emerging Technology
- ★ Deliver Measurable Results
- ★ Technical Team Leadership
- ★ Global Digital Solutions
- ★ Global Process Transformation

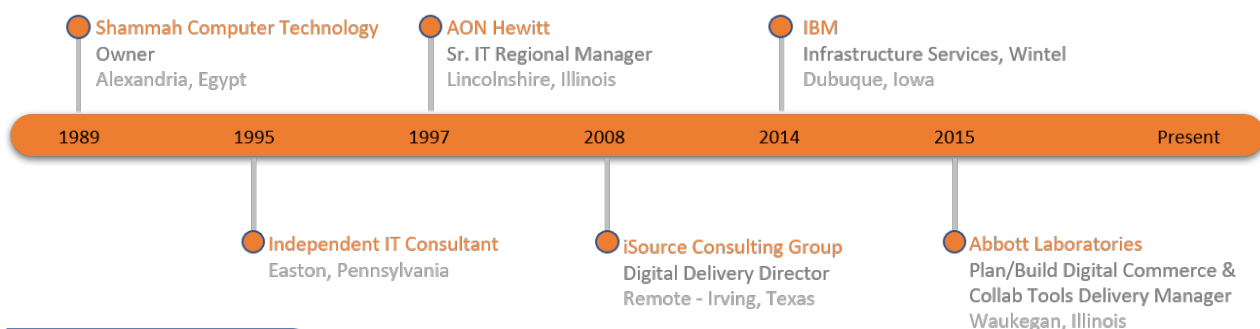


[Please Click Here for Detailed Resume](#) or [Here for Selected Highlights and Achievements](#)

## Education

- ★ B.Sc. Economics and Management 1994
- ★ Computer Science Engineering 1991  
Arab Maritime Transport Academy, Egypt

## Professional Career



## Other Information

Nationality: US Citizen  
Languages: English / Arabic  
References: Available upon request

## PROFESSIONAL EXPERIENCE

### **ABBOTT LABORATORIES – WAUKEGAN, IL** *Digital Delivery Manager Plan/Build Collaboration*

APRIL 2015 – PRESENT

- ★ 2017 President's Award
- ★ 12 Awards from VP's and Management

- Managed, supervised vendors, and negotiated contracts for medium and large applications implementation project. (IBM, Cognizant, e-Zest, and many other 3rd party vendors).
- Managed millions of dollars in combined projects for non-validate and validated software development to meet regulatory compliance, SaaS implementations, business acquisitions and divestures.
- Uncovered \$1.3 million in licensing savings for divisional R&D ECAD tool.
- Wrapped-up and closed the largest Microsoft SharePoint migration to Microsoft 365 in the world.
- Architected and program managed the development and implementation of a system that enabled Abbott to reduced electronic components life cycle risks, ensured constant supply, and improved financial performance over the entire medical devices product lifecycle.
- Generated millions of dollars in cost savings through strategic negotiation with vendors.
- Provided leadership, directions, and acted as technical resource in all phases of infrastructure, software development, and implementation process.

### *North and Latin America Digital Commerce Program Manager*

- Program managed B2B and B2C plan/build digital commerce platforms leveraging Magento in AWS.
- Program managed the implementation of two B2C products specific new sub-stores.
- Program managed reskinning of AbbottStore.com
- Managed Adobe's Magento system administrators throughout the evaluation of Abbott's production infrastructure environment, ecosystem configurations, and settings.
- Delivered the implementation of six promotional merchandise webstores for internal use.

### *Sr. Project Manager - Infrastructure System and Solution Development*

- Managed 20+ simultaneous medium and high initiatives projects.
  - Partnered with Network Engineering, Border Security, and Hosting Solutions teams to deliver on complex global initiatives.
  - Managed the development of 3-5 years global strategy for LAN/WAN network, Voice, and Border Security.
  - Led Hadoop data platform implementation for big data analysis.
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**IBM – DUBUQUE, IA**  
*Infrastructure Services, Wintel*

**NOVEMBER 2014 – APRIL 2015**

Improved overall performance and reliability of 24/7 managed services operations, supporting 19,000+ Wintel servers for the largest managed health care and hospital system in the US.

- Within the first 30 days, I was able to cut down on daily average tickets queue by 75%:
- Cut 100% of duplicate work done by both the morning shift and night shift by process improvement.
- Resolved all client's escalated issues and maintained client satisfaction.
- Participated in client's (Office of Inspector General) government audits for services provided by IBM. Provided objective evidence for compliance with HIPAA guidelines.
- Partnered with client's Project Managers to streamline cross-functional processes and workflow.
- Partnered with Sales department to analyze and evaluate maintenance fee costs for physical servers, VMWare hosts, and EMC storage configurations.
- Managed the deployment of Hewlett-Packard engineers to replace failed (or predictive fail) hardware, and MainTech engineers to investigate unreachable servers due to hardware failure.
- Administered, maintained, and troubleshot Windows servers OS, HP servers' hardware, and LAN/WAN network related issues remotely, located at the client's datacenters and regional offices.

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**INTELLIGENT SOURCING GROUP – IRVING, TX**  
*Business Technology Director*

**MAY 2008 – NOVEMBER 2014**

Overseen the Information Services and Technology Group, ensuring the delivery and growing the critical information capabilities such as business applications, productivity solutions, voice and data networking, data center operations, and custom information solutions.

- Directly involved in company business development, financial topics and clients invoicing.
- Setup companywide hardware, software and mobile telecommunication devices standards.
- Engineered, designed and implemented two data centers utilizing VMware technology for business continuity and failover to meet the vast growing needs of ISG's virtual workforce.
- Formulated IT organization ITIL based operation, and managed resources within budget.
- Established SLAs, change management, change order requests and configuration management processes workflow.
- Established and managed offshore administration staff, accounting, general counsel, and software development team of 39 individual contributors to develop preparatory HR system, employee lifecycle and its integration with Taleo Applicant Tracking System.

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**AON HEWITT – LINCOLNSHIRE, IL**  
**(FORMERLY HEWITT ASSOCIATES, INC.)**  
*Sr. IT Regional Manager*

**MARCH 1997 – MAY 2008**

Managed endpoint support organization of 128 individual contributors and 8 direct report managers to provide operation support for over 15,000 employees located at the headquarters office, global virtual employees, East and West Regional offices, and Global Apple support.

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