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# MICHAEL HAHN

## Profile

Results-driven technology leader with a passion for vision, strategy, architecture and innovation. Proven track record of delivering excellence through building tenacious teams.

## Professional Experience

### **The Hershey Company 1997 - 2017**

#### **SR. MANAGER, SERVICENOW PLATFORM 2015-PRESENT**

Spearheaded the evaluation, selection, design and implementation of the ServiceNow platform at Hershey. Organized the post-implementation platform support team, led subsequent upgrades and deployed demand and release management. Used ITIL background to shape Incident, Change and Release Management processes facilitated by the ServiceNow platform. Mapped and populated the CDMB using Discovery and Orchestration delivering a complete business service map.

#### **SR. MANAGER, ENTERPRISE SERVER INFRASTRUCTURE 2007-2015**

Responsible for a team of dedicated professionals consistently delivering above-target availability for mission critical systems around the world. Experience with solution architecture, design, delivery, metrics and support along with opex/capex management in excess of \$1.5M. Worked with leadership team to transition support to a managed services provider. Managed transition activities, expectations, deliverables and SLAs of service provider. Performed extensive data analysis on incidents and problems identify and addressing trends.

#### **GLOBAL INFRASTRUCTURE MANAGER 2005-2007**

Led the analysis, planning, design and implementation of Hershey's global site technology standardization. Traveled extensively to China, Korea, Japan, India and Mexico, leading the deployment teams and establishing relationships.

#### **MANAGER, UNIX & E-INFRASTRUCTURE 1999-2005**

Guided Hershey's transformation from mainframe infrastructure to an open systems (Unix & Windows) based landscape. Established high-performing Unix and Inter/Intranet technologies teams and support models.

#### **UNIX & SAP BASIS ADMINISTRATOR 1997-1999**

Infrastructure leader for Hershey's SAP implementation project deploying a large scale SAP implementation. Performed SAP BASIS platform tuning and support activities for Oracle database on Sun hardware.

## Education

Elizabethtown College, Elizabethtown, PA - Bachelor of Science majoring in Computer Science, 1986

## Skills/Experience

Team building, leadership, strategic thinking, communication and public speaking, Project management, technology architecture, analysis and application development along with in-depth ServiceNow administration, Unix and Windows System administration. ITIL Foundations v3 certified.