CHARLES FERRER
IT ASSET MANAGER

✉ Charles.Ferrer@aol.com

👤 347-236-9763

🏠 East Windsor, New Jersey

RELEVANT SKILLS

- Asset Life-Cycle Management
- Consulting
- Contract Review
- Compliance & Legislation
- Documentation Management
- Office 365
- Policy Management
- SaaS
- ServiceNow
- Software Licenses
- Vendor Management

About Me

Certified IT Asset Manager with experience in acquisitions, audits, cost saving, organization, policies, procurement to disposal, purchasing decisions, service level agreements, security, software contracts and building long-lasting working relationships with vendors. Looks for ways to improve existing policies and develop new employee awareness programs. Proven ability to manage multiple projects while meeting challenging deadlines. 10+ years of experience coordinating, planning, and managing IT functions in a high-volume environment. And over 20 years of experience in IT Services. Excellent reputation for resolving problems and improving overall business functions.

WORK EXPERIENCE

IT Asset Administrator & Technical Writer
Integra LifeSciences- Princeton, NJ
September 2020 to September 2022

- Led the integration of existing assets into ServiceNow
- Managed the IT hardware and software life cycle for all corporate assets.
- Implemented and monitored corporate IT asset management policies, procedures, processes, compliance, governance and work flows.
- Negotiated and managed IT vendor relationships and contracts from procurement to disposal.
- Advised Senior management on IAITAM's best practices.
- Updated and maintained database to address budgeting, software compliance, inventory, contracts, and cost.
- ServiceNow Administrator. Managed incidents, SLA's, stockrooms, reporting, and creating user roles
- Aligned ITAM to overall business goals
- Developed and maintained technical and training documents, and managed knowledge database.

Sr. IT Specialist
Integra LifeSciences- Princeton, NJ
September 2015 to September 2020

- Provide on-site and remote level 3 technical support, perform diagnostics and troubleshooting of system issues and software, document ServiceNow tickets/resolutions.
- Plan and setup IT and A/V Equipment for conferences, meeting, special events, and Town Halls. Managed and produced remote Teams Meeting and Live Events.
- Trained and supervised help desk technical support staff.
- Responsible for procurement and maintaining inventory in US stockrooms

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RELEVANT SKILLS

- 365 Admin center
- Active Directory
- Apple Devices
- Asset Management
- Azure
- Desktop troubleshooting
- Effective Communication
- Hardware troubleshooting
- Intune
- Network troubleshooting
- Office 365 applications
- Office 365 Defender Portal
- Office Purview Compliance Portal
- Printer Troubleshooting
- SharePoint

WORK EXPERIENCE

IT Manager
1SourceVideo- Hazlet, NJ *February 2013 to September 2015*

- Troubleshoot network and production issues and perform root-cause analysis
- Implemented disaster recovery solutions and achieved 99% uptime for all servers
- Conducted on-going server system audits to evaluate the utility and efficiency of the hardware, software, and communications components and the effectiveness of production
- Coordinated with vendors and resolved issues
- Led the onboarding and training of new employees

Network & Systems Engineer/Project Manager
Rebounderz - Edison, NJ *May 2011 to January 2013*

- Designed, installed, configured and maintained computers, network, POS systems, security system and jump timers

Information Technology Technician
Wachovia Bank-N. Brunswick, NJ *Jan 2007 to March 2011*

- Maintained, troubleshoot and repair computer equipment, and Pitney Bowes & Bell Howell inserters, printers and sorters

EDUCATION

AVTECH Institute of Technology
South Plainfield, NJ
Major- Computer & Network Engineering
Relevant Coursework: A+, N+, S+, CCNA

Kingsborough Community College
Brooklyn, New York
Major- Computer Science

CERTIFICATIONS

Certified IT Asset Manager (CITAM)
Certified Asset Management Security Expert (CAMSE)
Certified Software Asset Manager (CSAM)
Certified Hardware Asset Management Professional
Certified IT Asset Disposition (CITAD)
Certified Mobile Asset Manager (CMAM)
Certified Asset Management Professional (CAMP)
Institution: International Association of Information Technology Asset Managers 2022

Microsoft Certified IT Professional (MCITP)
Institution: AVTECH Institute of Technology 2011