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SUMMARY

IT Professional with 25 years of stable and committed IT Services and IT Operations experience including IT Asset Management (ITAM), IT Asset Disposition (ITAD), Service Account Management and Customer Relationship Management seeks remote work opportunity that calls upon my deep experience with IT asset lifecycle management.

EMPLOYMENT

ASSET MANAGEMENT TOWER LEAD, NTT DATA SERVICES

December 2021 – present

Under a managed services contract, I directed IT asset lifecycle management activities for an agency of the State of Texas. I had daily management responsibilities for US and offshore subject matter experts in Hardware and Software configuration, asset and lifecycle management of ~16,000 end user compute, enterprise, public and private cloud, physical and virtual devices. My customer-facing duties included relationship management, knowledge transfer, provider transitions, strategy and tactics.

Purchases:

Raised customer awareness that their purchase data management processes were not contributing to insights and outcomes.
Located and documented software SKU information for over 3,000 purchase order line items and loaded them into the Flexera FNMS tool.
Encouraged customer to extend use of advanced shipping notifications (ASNs) and reporting from software reseller datamarts to include software purchases as authoritative data sources.
Championed to customer the implementation of Software Catalog items for low-value software purchases with high internal transaction costs.

Configuration:

Ticket management (ServiceNow) to add, decommission and update asset and configured item records.
Submitted request and task tickets to functional towers to research and resolve discrepant records.
Used ticketing to highlight best practices around EUC and enterprise devices with stale inventory records.
Highlighted unsustainable manual processes involving reconciliation of multiple CMDBs.
Championed the hiring of a dedicated Configuration Management team.

Hardware Asset Management:

\$300K+ annual savings realized from leading program to recover client assets from deprovisioned users.
Repeatedly challenged customer to clarify scope of service (what environments were in/out of scope for asset management) through discussion of gap between purchase data and discoverable devices.

Software Asset Management:

Used recognized SKU data to double license count to ~1,000 over 1 year.
Reduced unrecognized application installations from over 4,000 to under 500.

Tools:

Utilized Flexera Software's FlexNet Management Suite 2019 R1 (On-Premises) for consumption of SCCM and Flexera Inventory Agent software inventory, purchase processing, SKU recognition and foundational license compliance reporting.

Customer's ITSM platform was ServiceNow, which housed AMDB and CMDB. Latest deployed version was Tokyo release.

Other:

All monthly contractual reporting obligations met on time.

Highlighted immaturity of IT asset management tools and practices given the complexity of IT solutions in use.

Championed automation/API-driven solutions for integration of authoritative data over manual processes.

Reframed contributions of silos and towers into a conceptual continuity of asset lifecycle services.

Championed conversion of asset management services from a free offer to a billable offer to ensure their continuity during year-long wind down of contract.

Invested time and effort into an incomplete implementation of Flexera FNMS, making it both operational and authoritative enough to audit ServiceNow AMDB/CMDB data.

ASSET MANAGEMENT TOWER LEAD, NTT DATA SERVICES AND DELL SERVICES

April 2013 – December 2021

(Dell Services was acquired by NTT DATA Services.)

IT Asset Management tower leadership for a global managed services customer of NTT DATA Services (formerly Dell Services), with an emphasis on IT Asset Lifecycle management across three data center locations.

Management of subject matter expert leads including offshore personnel and contractors. My team generated millions of dollars in savings, software vendor audit defense documentation and overall risk mitigation in critical compliance areas for both internal and external stakeholders.

RECOVERY MANAGER, ASSET RECOVERY SERVICES (ARS), DELL GLOBAL SERVICES DELIVERY, DELL, INC.

February 2006 – April 2013

Executed customized, scalable and risk-mitigating computer e-waste processes for strategic customers of Dell Managed Services and Dell's own IT assets for all facilities, data centers and remote employees in the United States. Exercised global, matrixed and cross-functional responsibilities to manage vendor and contractor relationships, negotiated statements of work, and maintained service level commitments to external customers.

SERVICES ADVISOR, SALES OPERATIONS, DELL HIGHER EDUCATION, DELL, INC.

May 2005 – December 2005

Managed and resolved sensitive and confidential quality and service escalations to VP of Sales, Dell Higher Education, for all US sales regions during the OptiPlex GX260/270/280 release and support cycles.

SENIOR SERVICE ACCOUNT MANAGER, SERVICE ACCOUNT MANAGEMENT, DELL PUBLIC, DELL, INC.

July 1999 – May 2005

Managed service escalations and service satisfaction for strategic accounts within Dell Public verticals as a trusted advisor to Dell inside and field sales teams.

MACSD OPTIPLEX TECHNICIAN, DELL, INC.

April 1998 – July 1999

EMPLOYMENT PRE-DELL

Austin Community College, Texas Educational Consultative Services, Whole Foods Market, House of Tutors, YMCA International Services, and other retail and teaching employment.

EDUCATION

Grinnell College - BA, Political Science, 1985

CERTIFICATIONS AND TRAINING

March 2023 -

Individual Member, IAITAM

Certified Software Asset Manager

International Association of Information Technology Asset Managers, Inc. (IAITAM)

Issued Jun 2013 · Expired Jun 2017

Introduction to FNMS and Software License Optimization

FNM-1100

FlexNet Manager Platform Operations

FNM-1200

FNMS Implementation

FNM-1300

FNMS Administration

FNM-1350

ITIL v3, v4 (Internal Dell and NTT DATA Certifications Only)

VOLUNTEER AND SOCIAL

Judge, Dell Education Challenge (2012, 2013), Dell Social Innovation Challenge (2013)

Judge, Grinnell College Young Innovator for Social Justice Prize (2014)

President, Austin Astronomical Society (2015-2017)