WILLIAM J. HORAN

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NATIONAL MANAGER OF I.T. ASSETS

IAITAM Member, CSAM, CAMP, CHAMP, Impeccable standards, ethics, and motivation. Strong entrepreneurial spirit and desire to help people. Expert in numerous fields, including but not limited to: ITAM, Document creation and control, and Tech Writing experience across all Lines of Business. Managed national territories. Created numerous initiatives resulting in equipment performance increases and multiple, seven-figure cost-savings for multiple companies. Maintained secure, highly sensitive inventories with 100% accuracy and created procedures to ensure the same. Updated and Authored Disaster Recovery and Standards Manuals. Motivated and creative thinker and multi-tasker who thrives and provides value in rapidly changing environments. Master of written, verbal, non-verbal communication, and relationship building. Successful project manager. Protean Zelig able to adapt at a moment's notice. Active listener who analyzes, anticipates, builds trust, and recommends appropriate solutions. Courage to stand up for ideas and principals, but wise enough to learn from feedback. Team player/coach who effectively communicates and builds relationships with all levels of internal and external organizations including C-Suite, Governance, and Cross-Functional teams. *"The day isn't over until the job is complete!"*

EXPERTISE INCLUDES:

- IAITAM - Member
- IAITAM – CSAM
- IAITAM – CAMP
- IAITAM - CHAMP
- Successful Project Management
- Business Acumen/Professionalism
- Problem Diagnosis/Resolution

- Procedure Creation/Documentation
- Detailed/Creative/Analytical Thinker
- Time Management
- Process Improvement Initiatives
- Monitor/Track/Evaluate Performance
- Accountable Leadership
- Presentation Skills

- Risk Assessment
- Hardware/Software Lifecycle
- Staff Training/Coaching
- Strong Relationship Builder
- Active Listener
- Product Performance Improvements
- C-Suite/Governance/Cross-Functional

PROFESSIONAL EXPERIENCE

Everise, Inc. – National Manager of I.T. Assets – 2021-2022
- Created two separate initiatives for outstanding equipment returns and damaged equipment which were spearheaded up to and currently in the hands of the Company President, C-Suite, and Senior Vice-Presidents of Legal. The President is demanding these initiatives be enforced throughout the company. I was able to accomplish in four months what others were trying to do for over three years. These initiatives will save the company millions of dollars.
- Perform daily and long-term operational and management of hardware and software for all global locations
- Plan, monitor, record, hardware assets and/or software licenses ensuring compliance vendor contracts
- Manage assets, ensuring modifications/withdrawals/additions are correctly recorded ensuring vendor contracts are in compliance
- Manage various projects and audits
- Review performance matrix and vendor management
- Manage lifecycle of hardware and software assets
- Generate and distribute various reports, including compliance/vendor/usage/damage reports, and perform trend analyses
- Ensure process efficiency by implementing key performance indicators; suggest improvements to the process continuously
- Design, execute, and enhance processes relating to hardware and software asset management
- Establish and maintain documentation of procedures/processes/reports concerning asset/configuration management
- Create and execute governance and asset management function
- Collaborate with infrastructure teams to determine trends in asset performance
- Perform research on industry best practice, incorporating within organizational practices
- Establish and maintain hardware and software maintenance database
- Overall logistic partner and vendor management
- Manage Staff, Help Desk, and IT Division performance when called upon or in the in absence of Sr. IT Manager and Sr. Director

GameWick Games – Proofreader, Copyeditor, Writer 2007 - Present
- Pre-production proofread/copyedit printed materials for an independent publishing company
- Proof and validate the company's new website content, navigation, and site map hierarchy
- Revise/rewrite/edit articles, scripts, content. Suggest enhancements.
- Test and review new website user interface (WordPress/PayPal/Amazon)

Raytheon Missile Systems - IT Desktop Support Sub-contractor (Contractor - 6 Months)
- Managed daily queue of break-fix tickets
- Adhered to Service Level Agreements
- Monitored parts inventory for 100% accuracy
- Answered all phone inquiries from clients
- Scheduled tickets to comply with SLA

Johnson & Johnson - Operations Specialist (Contractor - 3 Months)
- Interacted with vendors to request quotes for products
- Processed Purchase Requests and Purchase Orders in ARIBA
- Became subject matter expert on vendor Iron Mountain's "Secure Sync" system
- Tracked and approved invoices
- Resolved invoice discrepancies with vendors
- Maintained budget for fiscal and prior years
- Accrued cost at year end

Federal Emergency Management Agency (FEMA) - Logistics Management Specialist (1 Year)
- Supported staff of 2500+ at Joint Field Office and abroad during Super Storm Sandy recovery
- Anticipated, created, and documented solutions for business needs
- Established extensive, detailed spreadsheet reporting all activity
- Assisted staff with IT and printing issues
- Audited, tracked, and maintained all office equipment
- Documented printer and copier procedures to assist unfamiliar staff
- Monitored and documented performance metrics on all office equipment
- Coordinated equipment installation/repair/removal with outside contractors and document results
- Developed strong relationships with high-ranking Federal and State Officials
- Ensured all accountable property items was accurately received and entered into inventory system
- Established and maintained inventory asset management document
- Coordinated movement and tracking of supplies and resources

JPMorgan/Chase (Formerly Bear Stearns & Company, Inc.) - Logistics Manager (3 Years)
- Established new Asset Management Department and storage facility from ground up
- Became subject matter expert for new inventory software package (Asset Point) created specifically for Bear Stearns
- Established and documented procedures for using new inventory software
- Documented inadequacies in software and suggest improvements to upper management and vendor
- Reviewed and confirmed IT lease schedules and related information
- Maintained Asset Management Inventory System (Asset Point) for all IMAC's through REMEDY system
- Ensured appropriate levels of hardware inventory are maintained to support Data Center needs
- Developed relationships with all outside contractors and establish service guideline
- Responsible for shipping, receiving, and tracking all IT equipment including servers, hard drives, communications gear.
- Spearheaded project to dispose of decommissioned equipment ensuring no data left in servers.
- Managed "white glove" point-to-point JMPC authorized providers for critical/at risk shipments containing company data
- Guarantied all acquisitions/disposals of IT assets are entered into the IT inventory management system (Asset Point)
- Effectuated inventories of hardware assets and reconcile physical inventory to database records
- Audited and monitored all inventory maintained in the Asset Management Room for Data Center use
- Coordinated with vendors for disposal of IT equipment in accordance with the Law and corporate policy; obtain certificates of destruction
- Authored documents detailing all operational procedures of the Logistics Manager
- Furnished various reports/analysis based upon management request
- Created procedures for accessing extremely sensitive IT equipment which was backed by upper management
- Spearheaded Data Center server and cabling installations/inventory

Munich Reinsurance America - Asset Management Specialist (1 Year)
- Proactively managed all IT hardware assets, both purchased and leased
- Reviewed and confirmed IT lease schedules and related information
- Maintained the Asset Management Inventory System for all IMACs requested in REMEDY system
- Coordinated with vendors for disposal of IT equipment in accordance with the Law and corporate policy; obtained certificates of destruction
- Ensure all acquisitions/disposals of IT assets are entered into the IT inventory management system
- Periodically audited hardware assets and reconcile inventory to database records
- Ensured adequate levels of hardware inventory are maintained to support business needs and Data Center
- Maintained PC and Peripheral Hardware Acknowledgement records in accordance with corporate policy and ITD procedures
- Coordinated the proper acceptance of incoming hardware/software and shipments to offsite locations
- Authored various reports/analysis based upon management request

Educational Testing Service (ETS) (5 Years) Methods Analyst/Technical Author: Cross-Functional

- Interviewed SME's, drafted technical resource documents, sent for review, and issued within 24 hour deadline
- Document and communicate critical information regarding IS&T projects and initiatives
- Authored new documentation to ensure accurate Asset Management process and procedure information
- Authored updated Standards Manual: scheduled staff meetings, revised/updated/added procedures, circulated for review
- Updated and authored Disaster Recovery Manual
- Supervised support staff to ensure all assigned activities are performed successfully and according to schedule
- Created and published Escalation and Notification list for Duty Managers and personnel daily
- Developed, tracked, and facilitated all employee training courses as the site Training Coordinator
- Created and maintained reports tracking all Data Center request and reported to Management and Governance
- Updated, and scheduled all service requests
- Worked with Governance and Cross-Functional teams to ensure projects do not interfere with operation of Data Center

Metropolitan Life - National Accounts Procedure Analyst (3 Years)

- Installed and maintained new Property and Casualty accounts
- Maintained contact with internal and external clients and Account Executives to ensure success of new business
- Installation, configuration, and maintenance of all IT equipment and Software for Voluntary Products Group
- Troubleshot and resolved daily equipment failures and software problems
- Created process enhancements for bill/remit procedure streamlining service to clients and reducing problems
- Trained all users on FTP transmission procedures
- Documented all departmental procedures

International Business Machines (IBM) (5yr)
National Service Planning Executive

- Responsible for development and improvement of hardware products and Service Delivery Systems nation-wide
- Resolved customer problems by interfacing with national Field and Engineering organizations
- Improved equipment serviceability by recommending enhancements of new designs to Engineering department
- Evaluated equipment performance and created new procedures for nation-wide workforce saving $2,000,000 per year
- Developed outstanding relationships with national management teams, workforce, and clients
- Improved account performance by visiting clients to mentor staff on proper equipment usage, reducing downtime

Computer Engineer (CE)

- Performed monthly audit of parts and equipment usage, maintaining 100% accuracy
- Developed excellent long-standing relationships with customers
- Decreased customer downtime by anticipating needs and proactively servicing accounts
- Volunteered to lead extremely high-profile, time-sensitive project. Managed a 20 member team to upgrade POS systems in all statewide locations for major retailer. Success resulted in $1,000,000 service contract for company and my promotion

Academic Information Systems Representative

- Served as primary interface with customers
- Responsible for all University/School system purchase order entry, updates, and delivery
- Ensure all purchase orders delivered properly and on schedule
- Researched and reconciled missing shipments

SKILLS:

IAITAM-CSAM, CAMP, CHAMP, Vendor Management, Process Improvement Initiatives, IT Asset Management, Inventory Control, Logistics, Analysis, Excellent Organizational, Management, and Leadership skills, Master of written/verbal/non-verbal communication, Change Control, Governance, Cross-Functional Operations, Technical writing, Editing, Proofreading, Content Creation, Research and support, Copywriting, Precise Documentation, Procedure creation and enhancement, Multi-tasker, Meet Deadlines/SLAs/KPIs, Positive outlook, Manage/Train/Coach Teams, Integrity, Calm under pressure, Quick and Creative Thinker, Auditing, PC's, Laptops, Printers, Copiers, POS, MS Office Suite, Outlook, Remedy, Ariba, GridPro

EDUCATION:

International Association of IT Asset Managers (IAITAM): Member

- IAITAM Certified Asset Management Professional (CAMP) – 07/2023
- IAITAM Certified Software Asset Manager (CSAM) – 06/2023
- IAITAM Certified Hardware Asset Management Professional (CHAMP) – 07/2023

Rutgers University, New Brunswick, NJ - B.A. in English/Communication
The Cittone Institute, Edison, NJ - Certified in Computer Programming
Proofreading Academy, Online – Copyediting and Proofreading Certification
Licensed Life Insurance Producer, State of Arizona

VOLUNTEERISM:

Hillsborough Twp. Volunteer Fire Co. #3, Hillsborough, NJ – *Trustee, Vice President, Secretary, Engineer* (20yr)
Somerset County Hazardous Materials Response Team, Bridgewater, NJ – *Team Lead* (2yr)
New Jersey State Forrest Fire Service – *Team Member* (1yr)
Dover Little Theatre, Dover, NJ (Community non-profit organization) – *Board of Directors, Director of Safety* (6yr)
Rutgers University: Off-Campus Students Association (OCSA) – *President, Vice-President* (4yr)