

Tamara Bright

Southport, NC
419-516-7347

Tambright95@gmail.com
linkedin.com/in/tambright95

IT ASSET MANAGER

IT Asset Manager with multi-faceted technology experience in people management, problem-solving, and technical skills to improve individual, team, and organizational performance and profitability. Successful track record in IT Asset Management, Commodity Management, Program Management, Risk Management, and Continuous Improvement. Key skills include:

- Program Management
- Requirements Gathering
- Root Cause Analysis
- Certified IT Asset Manager
- Certified Professional Scrum Master
- Compliance
- Contract
- Process Improvement
- ServiceNow (ITAM, SAM and HAM modules)
- Statement of Work development/review

EXPERIENCE

Consultant, Remote

IT Asset Management Consultant, (July 2023 – present)

- Leading development and maintenance of standard process documentation and policies for onboarding and support of customers.
- Developing an efficient and scalable documented process for onboarding of new customers in back-end systems supporting the IT asset managed service.
- Building and maintaining hardware, software, and SaaS asset repositories and configuration management databases (CMDB) for customers.
- Developing, maintaining, and improving customer's reporting of IT assets.
- Responsible for weekly collection, updates, and reporting of asset status across customers.
- Supporting Ad hoc requests for reporting modifications and new reports.
- Assisting in categorization of software status within Asset Management tools and databases.
- Reviewing error logs for failures for IT assets and coordinating steps to resolve errors.
- Lead client facing meetings related to the IT Asset Management service across the entire lifecycle.

Hagerty, Traverse City, MI

Technology Asset Manager, February 2022 – April 2023

- Built and led information technology asset management program.
- Led team of managed service contractors and consultants focused on governance and engagement of IT asset management program.
- Developed and implemented new enterprise and technical asset management policies, practices, and solutions to ensure management, resiliency, and destruction of systems, devices, and intellectual property according to industry best practices.
- Ensured IT asset data formatted and available for automated solutions to consume.
- Integrated IT asset management into broader enterprise governance initiatives.
- Established and improved strategies, tools, and methodologies to measure, monitor, and report state of IT asset management across endpoint, cloud, user base, and application development landscape.
- Served as point of contact on IT asset management initiatives and special management requests.
- Created and oversaw processes to support identification, assessment, aggregation and overall governance of IT assets, IT controls, IT automation, and enterprise business processes.
- Reported IT asset management program's progress and issues to executives.

- Coached team to assess impact of potential adverse events to effective controls, governance, and mitigations of assets.
- Instituted and reviewed statements of work for professional services consultants, contractors, or third-party vendors related to IT asset management program and ensured quality, timeliness, and completeness of work.

JELD-WEN WINDOWS & DOORS, Charlotte, NC

IT Asset Manager, March 2020 – February 2022

Led initiatives to identify and manage hardware and software throughout the organization to achieve cost-savings and compliance objectives.

- Led initiatives to identify and manage hardware and software throughout organization to achieve cost-savings and compliance objectives.
- Standardized reporting for computer hardware using Lansweeper.
- Managed DFS leasing for North America for laptops and desktop computers.
- Supported transition to enterprise implementation of SCCM.
- Established standard processes for onboarding and offboarding of all hardware.
- Worked within ServiceNow alongside ServiceDesk to develop workflows to improve customer satisfaction regarding delivery of services related to hardware and software.
- Developed standard work for all processes related to ITAM activities.

Tamara Bright

419-516-7347

Page Two

TIAA, Charlotte, NC

IT Risk Manager, November 2017 – September 2019

Led Continuous Improvement projects for Operations to assist with process improvements or role re-engineering initiatives.

Managed requirements gathering, documenting, and assisting Operations in implementing comprehensive control-related access solutions, reporting, and analytical solutions.

Participated in projects to evaluate process and control gaps and work with process owners to effectively remediate known gaps.

Directed ad-hoc requests, issues, and ongoing control and risk management responsibilities, including identification, research, and analysis of access exceptions, and developing ad-hoc solutions.

Identified and defined process and control issues and root causes.

Involved in the day-to-day process of interpreting and applying compliance policies and standards.

Assisted in the creation of access roles as identified by the business processes.

UTC Aerospace Systems, Charlotte, NC

Supply Chain Commodity Management, IT Commodity Manager, February 2015 – November 2017

Strategically supported Enterprise IT organization through structured and negotiated buying.

Negotiated or re-negotiated all new or existing contracts that were pre-merger for both Goodrich Corporation and Hamilton Sundstrand Corporation with the emphasis on improving terms and payment terms.

Led and managed all phases of IT RFPs – Hardware, professional services, software or mixed.

Bridged the gap between IT management and Suppliers to ensure that purchases fulfill the financial, legal and compliance requirements.

Functioned as liaison between various groups mentioned above, and used my experience, ITAM, and LEAN backgrounds to cut costs and realize savings.

Involved in cross-departmental and corporate-wide teams for the development of new or updated shared standard work instructions.

Managed Legal Review process for Contracts/Legal/Compliance/ITC (International Trade Compliance).

Managed QCPC (Quality Control Process Charts) turn back reporting, analysis, and process improvement activities for Non-Product Supply Chain

IT In-Direct Buyer with an extensive background in SAP – ECC, SRM and GTS.

UTC Aerospace Systems, Charlotte, NC

Supply Chain Senior System Analyst and Project Manager, August 2013 – February 2015

Led Enterprise SCM Teradata Project reporting initiative in collaboration with Enterprise IT centralizing and harmonizing reporting across centralized SCM organization.

Served as liaison between Enterprise SCM, IT and the SBUs for SAP, JDE and BW/BO reporting.
Developed reporting requirement with IBM consultants and internal customers for UTAS Central Supply Chain.
Identified essential SAP (and other systems) data elements down to a table and field level.
Led reporting for blueprinting and development phases of SNC Supplier Portal.
Developed standard work and standard project templates to improve efficiency and accuracy for departmental processes.
Administered end user support for legacy Goodrich Aerolytix Supplier Portal reporting system.
SAP/Business Objects reporting contact for SBUs and department.

UTC Aerospace Systems, Charlotte, NC**Project Manager Data Collaboration Tools**, January 2013 – August 2013

System administration for CX4 (Co-eXprise Sourcing Application) and trainer for UTAS employees on CX4Sourcing Applications.

- Developed Governance documentation for account creation, permissions, maintenance for CX4.
- Revised and expanded Standard Work for CX4 account creation and maintenance.
- Developed and implemented new organizational structure in CX4 to accommodate UTC merger, improving reporting and usability.

Goodrich Corporation, Troy, OH**IT Asset Management Specialist**, July 2008 – December 2012

Managed Enterprise IT hardware and software from procurement to disposal, including interaction with all touchpoints throughout the process.

- Managed vendor for enterprise leasing for PCs and servers developed and led a team with Dell/DFS to resolve leasing and invoices issues for domestic and international concerns. Through CI events and development of standard work, cleared over \$900,000 in past due invoicing.
- Led numerous CI Events that resulted in approximately \$2,000,000 annual cost savings in leasing and invoice processing, and \$600,000 recovering of overpayments/unapplied funds. The outcome of these events led to the development of standard job instructions for Enterprise IT based around the leasing, PO creation, and invoicing processes.
- Developed cross SBU teams with FSS-Troy, FSS-ASG, and FSS-UK to address delinquent invoice issues from multiple vendors. Acted as the liaison between Enterprise IT and the three FSS groups through participation in several CI Events and day to day interaction.
- Managed Enterprise RFPs for Cisco and Avaya equipment contracts in 2010.
- Developed Business Warehouse Universe in conjunction with the SAP team to support reporting needs on Enterprise IT. The new Business Objects Universe and reports allowing for greater customization and depth of reporting than was previously available.
- Point of contact for IT Compliance and SOX issues for the group. Worked with IT Compliance Team to develop policies and procedures and to resolve any findings and to make disclosures.
- Revised and updated Enterprise IT Procurement Policy and Procurement manual. Updated and developed training material and standard job instructions for IT Procurement and Enterprise IT. Conducted Enterprise-wide training through multiple media to communicate new policies and procedures.

Goodrich Corporation, Troy, OH**Computer Systems Administrator II**, September 2007- July 2008

Administered and implemented SBU level integration of the Enterprise ITAM Solution PS'Soft for Goodrich-AWB.

- Developed implementation plans with managers and vendors for installation of new computer-based manufacturing systems to minimize downtime or work stoppage.
- Investigated and resolved software and hardware issues for local and remote users.
- Managed Goodrich-AWB's PC lease return process through PS'Soft application.

EDUCATION

Master of Business Administration (MBA), concentration, MIS, Wright State University, Dayton, OH
Bachelor of Science (BS), Business Administration and HR Management, Wright State University, Dayton, OH

CERTIFICATIONS

Professional Scrum Master (PSM I) – Scrum.org
Certified IT Asset Manager - International Association of IT Asset Managers
Certified Software Asset Manager - International Association of IT Asset Managers
Certified Asset Management Security Expert - International Association of IT Asset Managers
Certified Mobile Asset Manager – International Associations of IT Asset Managers
Certified Lean Practitioner
Certified ACE Associate

REFERNCES

Michelle Dapprich	Operations and Observability Manager	734-320-7424
James Sanchez	Director, Digital IT Transformation	980-286-6176
Jill Speer	Senior Service Delivery Manager,	704-640-5399
Laurie Sweeny	SAP Quality Management Manager	803-448-7801