

Benito Esquenazi

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PROFESSIONAL SUMMARY:

Highly analytical, motivated, and customer service oriented professional demonstrating solid understanding of advanced information systems, services, and technology with its implications on business value. Creative problem solver with a unique aptitude for managing, designing, implementing, and comprehensively documenting complex IT service delivery & management programs involving end-to-end solution development; cultivating technological excellence through Business Process Engineering design, and Return on Investment (ROI) modeling.

PROFESSIONAL OBJECTIVES:

To lead, manage, be a contributor, a thought leader or transformation specialist in the assessment, design, implementation and management of Service, Asset and Configuration Management (SACM) programs that include enterprise IT Asset, Software, IT Service Management, Procurement of IT, Financial Management, Risk Management for all of IT and related business service programs.

Participate and lead domain specific Merger & Acquisition opportunities.

ITAM Atelier

2023

Major Hotel Chain

Sept 2023-Current

ServiceNow – SAM Pro Functional Lead \ Project Manager \ Lead Customer Project Interface

- Lead SAM Pro Functional Process Design including
 - Life-Cycle SAM Process
 - Systems and System Integrations
 - Organizational Design
- Establish project management methodology, tools and infrastructure
- Collaborative work with and internal and customer business, technical and process leads

U.S. Health & Human Services

June – Nov 2022

Subject Matter Expert

- Established the five-year strategic vision and program transformation plan to mature their ITAM capabilities and realize program objectives

Artist

- Produced artwork and coordinated exhibitions of my artwork.

ITAM Atelier**Mar 2016 – Jun 2019****Hennepin County; Minneapolis, Minnesota***Sept 2018 – June 2019***Solution Architect / Project Manager**

- Solution Architect for the design and implementation of a Software Reduction, and Software Normalization Initiative
- Project Management:
 - Defined and lead the Software Certification project that captured each department’s software certification responses
- Subject Matter Expert
 - Established and chaired an ITAM Governance Committee of program stakeholder that became the decision-making body for the program
- Deliverables included:
 - Establish a “Definitive Software Library” (baseline) of approved applications by Department
 - Implement Software Rationalization strategy to reduce software applications in the Hennepin County Environment by removing applications that are:
 - Establish ITAM policies to govern applications in steady-state
 - Track achieved ROI cost savings and risk avoidance to demonstrate program benefit
- Strategic ITAM Program Maturity Assessment encompassing the following functions:
 - Fixed Asset Management Alignment
 - Software Asset Management
 - IT Asset Tracking
 - Documented current state finding, created future state program design, identified gaps, risks, and opportunities leveraging effective current state procedures where applicable. Created prioritized implementation plan

Mizuho Bank*Jan 2017 – June 2018***Solution Architect**

- Subject Matter Expert Performing an ITAM Program Assessment
 - Assessment performed of four internal companies under the main holding company
 - The assessment included the related ITAM Life-Cycle processes, Systems Analysis, Organizational Support Model, and Service Management capabilities
 - Implementation of a Certified Software Solution that integrates into ServiceNow
 - Project Manager and Executive Advisor during the implementation of one of the first “Multi-Tier” Service & IT Asset Environment in ServiceNow. Providing thought leadership on solution design, Developed ITAM stories, Established an ITAM Governance organization model that became the governing body for program, monitored program costs.

Lennar Miami, Florida*July 2016 – Nov 2016***Project Manager**

- Lead project manager for IT Service Management (ITSM) implementation of an Employee Self-Service Portal
 - The Employee Self-Service Portal platform was ServiceNow and included the following functions
 - New Hire, Off-Boarding, Check Ticket (Request or Incident), Cannot Login, Modify Access, Make a Purchase
 - Key Responsibilities’ Included:

- Established project management infrastructure and artifacts, Organized the requirements gathering and design project phases, Collaborated and transitioned the project to the Quality Assurance team, Established and facilitated Joint Application Development sessions, Facilitated tri-weekly project status meetings with cross functional team, Provide executive project status updates

Moody's Corporation NY, NY

May 2012 – Nov. 2015

Vice President - IT Asset Management

- Defined Program Business Requirements and Managed the following functions:
 - Service Asset and Configuration Management (SACM) focus on hardware and software
 - Lead the definition of the Service Strategy for SACM function
 - Lead the Continuous Service Improvement (CSI) for the SACM function
 - Global Software Asset Management Owner
 - Global IT Asset Tracking Program Strategy Owner
 - IT Fixed Asset Reconciliation Process Strategy Owner
 - Procurement Process Integration into Software and IT Asset Tracking program
 - Defined the overall data taxonomy of the program
 - Defined the Certified Software Request Process
 - Defined control reports that monitor program standards and adherence to program policies
- Defined and lead the Software & IT Asset Management Organization
- Lead and worked collaboratively with business customers and technology groups in defining:
- Selected the ITAM program technologies that enable the ITAM Program
- Communicate program performance
 - Lead the Service Operations for the SACM function
 - Organized and lead the ITAM Steering Committee meetings.
 - Organized and led the operational Governance management meetings:
 - Responsible to report on the program progress, challenges, successes, return-on-investment (ROI), methodologies and metrics
- Software Asset Management
 - Process Owner of Software Asset Management (SAM) Program
 - Averaged over \$2 million dollars per year in SAM program cost avoidance and savings
 - Design and deployment of SAM processes, tools, and organization
 - Lead the design and integration team of Software Asset Management process / systems / organization with the ServiceNow IT Service Request module.
 - Establish software compliance governance program
 - Leveraging software asset management tool to create software catalog in ServiceNow that the service request module could utilize to associate to service request.
 - Automated the installation of software leveraging the software service request to initiate a Microsoft SCCM installation
 - Leveraged industry relationships to identify emerging trends to enhance the Software Asset Management program
 - Lead or participated on Software True-Ups and Software Audits
 - Define Software Optimization and Governance processes / model
- IT Asset Tracking
 - Leader in defining all the life-cycle IT Asset Tracking processes
 - Integrated the ServiceNow ITAM Repository with the ServiceNow CMDB.
 - Recovered \$250,000 in disposed hardware sales to third party vendors over two years.
- Mergers & Acquisitions
 - Represent Moody's Software Asset Management, IT Asset Tracking, Procurement and Sourcing interests on Merger and Acquisition opportunities during my entire tenure at Moody's

RiverBend Solutions, NY

2002 – May 2012

Nathanson Group / M&A Consulting Firm

2012

Benito led the financial stream during a Merger & Acquisition carve out opportunity. As a member of a large cross functional team, he was responsible to define:

- Assess the financial capabilities of both partners
- Advising the buyer on the carve out integration deal priorities
- Monthly and Quarterly closing process
- How supporting systems would be utilized on Day 1, and near their relationship in the near term.
- Present to the program team activity progress, risks, and the overall plan

New York Stock Exchange

April 2005 – Dec 2010

Benito led the global IT Asset Management program for a financial services technology company. Key tasks included:

- Led global implementation of ITAM life cycle program across the entire Asset Management life
- Responsible for the global integration design strategy of the ITAM program, including:
 - Integration of Oracle purchase orders into ITAM repository to support IT Asset Receiving process
 - Global consolidation and migration of distributed IT asset tracking databases throughout the organization and the design and deployment of control tables to ensure data consistency and accuracy.
- Oversaw the design and migration of the New York Stock Exchange ITAM program to BMC Remedy and then to ServiceNow
- Engaged in the ServiceNow selection process as the overall IT asset and service management tool.

Director of IT Asset Management Services in the migration planning and steady-state support of ERP conversion from PeopleSoft to Oracle and realization of an enterprise / global IT Asset Management (ITAM) program.

Solution Design:

- Responsible for the definition of financial asset categories and linking them to CMDB item categorizations.
- Responsible for the definition and design of a procurement product catalog to support integration with the CMDB.
- Design Oracle iProcurement “Purchase Order” integration with ITAM repository / CMDB to initiate the life cycle asset tracking process through the ITAM receiving process.
- Defined the data structures, classification types, data, and user controls within the CMDB to ensure the control and measurement of the supporting life cycle activities.

Electronic Asset Inventory:

- Designed and implemented the integration of the Electronic Asset Inventory (EAI) discovery system into the CMDB. Building quality assurance measures to verify the accuracy and completeness of the electronic data against the tracked asset records in the IT Asset Repository (CMDB).
- Automated the detection, normalization and integration of Software Asset data discovered by the EAI technology and associate the record to the corresponding asset record.

Fixed Asset Reconciliation:

- Designed and implemented fixed asset reconciliation program to address global objectives with regional variations, based on financial business requirements.

SITA

May 2009-Nov 2009

ITAM Solution Architect

- Designed ITAM program that encompassed 240 global locations and 600,000 assets under management.
- The project focused on improving the fixed asset reconciliation process through value driven milestones.
- Aligned the ITAM program to measurable and achievable tactical objectives that were measured against the overall solution strategy.
- Improving the management and transparency of the operational, contractual, and financial assets in their environment.

New York Life Insurance

2008

ITAM Solution Architect

- Defined future state life cycle SAM program that integrated elements of service request, procurement, ITAM Contract / Service Level Management (SLM), definition of Configuration Items, and integration of electronic asset discovery into the Configuration Management database through a discrete validation process.
- Performed a gap analysis between current and future state. Identified risks, gaps, and current state recommendations. Defined transition plan to proposed future state.

Northrup Grumman

2006-2007

Lead ITAM Process Architect

- Responsible for the integration of the Chargeback Solution with IT asset management and procurement systems.

- Participated in industry analysis of enterprise Chargeback Solution technologies and developing the selection criteria for the Request for Information (RFI) and Proof of Concept (POC) analysis.

Morgan Stanley

2004-2005

Senior ITAM Business Analyst

- Led assessment and design for the integration of two distinct service organizations that resulted from an acquisition that provided parallel IMAC services.

AmeriTrade

2002-2005

ITAM Subject Matter Expert

- Performed executive and program owner interviews to validate project objectives.
- Developed a business requirements matrix to document and quantify program deliverables.
- Defined the process for the Installation, Move, Add, Change, Decommission, Transfer, Purchase Order Integration, and Financial Integration of IT assets.
- Designed the ITAM repository (CMDB) to allow for a high level of efficient data validation.
- Developed User and System Test Plans and provided oversight to the application testing process.
- Developed a robust quality assurance process that ensured the accuracy and completeness of the asset data and monitored the process performance.
- Created various project management documents, work plans, communication plans, escalation plans, issue logs, risk management plans, program standards, project reporting tools and dashboards.
- Implement controls to manage regarding over all IT in their technology centric environment.
- Define IT asset tracking standards

Blue Glass Technology, Inc.

2001 - 2002

Senior Vice President / Principal Technology Solutions Architect

CompuCom, NY, NY

Jun 2000 – Aug 2001

Regional Director / IT Asset Management Solutions

Siemens Business Systems (formerly Entex)

May 1998 – Jun 2000

ITAM Project & Integration Manager / Subject Matter Expert

GE Capital ITS (formerly AmeriData)

Aug 1995 – May 1998

Project Manager / Systems Analyst / Network Design Architect

EDUCATION:

Polytechnic University US-NY-Brooklyn, May 2007

Master's Degree (Master of Science in Management Program (MSM) – Polytechnic University; Brooklyn, NY

CCN, US-NY May 2007

ITIL Service Manager (ITIL Masters) Training and Certification Course.

Villanova University, Philadelphia, PA August 2004
Sigma - Green Belt Certification Course, Six Sigma - Black Belt Certification Course

Pratt Institute, US-NY-Brooklyn
Bachelor of Arts Degree - Pratt Institute, Brooklyn, NY

PUBLISHED

Author of the IT Asset Management Best Practice Guide; published 2005.

CERTIFICATIONS & TRAINING:

- ITIL Foundation Certification V.3 & V.2
- ITIL Service Manager (ITIL Masters) Training V.2
- Villanova University – Six Sigma Black Belt Certificate
- Villanova University – Six Sigma Green Belt & Certification Course
- GartnerGroup - Total Cost of Ownership / TCO Manager Certification
- Microsoft – MCP
- Novell – CNE
- Compaq – SCP (Servicing Compaq Products / Servers)
- Symantec / HP – Norton Administrator for Networks (DTA)
- GE Capital ITS - Selling Life-Cycle Services
- Rational – Requirements Development and Management, Rational Unified Process (RUP)
- Lotus Notes- R.4
- GE Capital Six Sigma Quality Management (Yellow Belt)
- Project Management

TECHNOLOGY SKILLS & KNOWLEDGE:

- Flexera Network Management Platform (FNMP)
- Flexera Data Management Platform (formerly BDNA)
- Service-Now.com
- BMC Remedy
- Microsoft SCCM
- Microsoft Office Suite
- Eracent

IAITAM Conference Presenter:

- 2015:
 - “Software License Optimization Ecosystem – SAM / ITAM / ITSM & Beyond”
- 2016:
 - “IT Fixed Asset Reconciliation and the Sound of One Hand Clapping”
- 2017:
 - “Ready, Set, Go! Considerations taking your ITAM Program 0 to 60 and Beyond!”

Fluent in Spanish