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David Thibodeaux

Summary

- 15+ years of experience in IT asset management.
- 35+ years of IT experience
- Proficient in managing the sourcing, installation, maintenance, and replacement of IT assets.
- Skilled in negotiation, communication, and IT.
- Lifetime background in IT and a history of handling IT assets.
- ServiceNow hardware and software asset.

Professional Experience

IT Technical Specialist, Sr
Ochsner Health Systems, New Orleans, LA
03/30/2008 - Present

- Managed the company's hardware IT assets.
- Sourced, installed, maintained, and replaced IT assets.
- Negotiated with vendors to obtain the best prices for IT assets.
- Communicated with other departments to ensure that IT assets were properly utilized.
- Ensured that IT assets were properly maintained and replaced when necessary.
- Helped implement ServiceNow and works to maintain it.
- Trained and assisted in training others on multiple platforms
- Developed processes, policies, and procedures
- Serves as ServiceNow HAM Process owner
- Serves on ServiceNow SMO Governance team
- lead a group of up to 7 team members for 6 years

Contractor / Network Technician (for Ochsner Health Systems)
Tek Systems, New Orleans, LA
01/28/2008 – 03-30-2008 (Was Hired FTE on 03/30/2008)

- Managed the company's hardware IT assets.
- Sourced, installed, maintained, and replaced IT assets.
- Communicated with other departments to ensure that IT assets were properly utilized.
- Provided Field Tech support
- Aided the Helpdesk
- Lead a team of 4 installers

Network Technician
Nu-Technologies, New Orleans, LA
04/2007 - 01/28/2008

Network Operations Technician
Sprint (LTD) / EMBARQ, Overland Park and Gardner, KS
07/2003 - 01/2007

Network Broadband Communication System Installation Lead
Lucent Technologies, Overland Park, KS
10/1998 - 8/19/2002

RF Engineer / Project Manager
STATT Corp, Overland Park, KS
4/1997 - 5/1998

Special Operations Communicator
US ARMY / Special Forces:
07/06/1984 – 05/21/1997

Education

- Destrehan High School - Destrehan, LA 1984
- Lucent Technologies Inc. Various Courses 01/1999-07/2002
- DNS Level I Tech US Lenexa Certification 07/2000
- Data Networking Systems Level I Tech - Course provides basic and advanced.
- IAITAM CHAMP
- IAITAM CITAM
- IAITAM ITAD
- IAITAM CSAM
- ServiceNow HAM and SAM fundamentals

Skills

- IT asset management
- Negotiation
- Communication
- IT
- Vendor management
- Budgeting
- Strategy development
- Data analysis
- Project management
- ServiceNow
- LanDesk/Ivanti
- Leadership

AFFILIATIONS

- Veterans of Foreign Wars (VFW) Post 8973
- American Legion Post 82
- Special Forces Association Chapter 30
- Amateur Radio License (HAM) KC0DIE since 1993