WJ WAYNE R JOHNSON

McDonough, GA

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SUMMARY

Results-driven Information Technology professional with a proven track record in delivering robust operations and resource management support within dynamic work environments. Adept at spearheading IT asset management initiatives, demonstrating expertise in evaluating, controlling inventory, and managing the disposition of IT hardware, hard drives, and peripherals. Possesses extensive knowledge of Schneider Electric StruxureWare Data Center Operations and Data Center Expert Programs, complemented by limited access to ServiceNow Configuration Management Database. Collaborative by nature, excelling in engagements with all levels of management, internal stakeholders, vendors, and IT partners. Noteworthy achievement includes successfully managing the decommissioning process for the bank's data center. Core competencies encompass meticulous asset oversight, strategic planning, and seamless collaboration for optimal IT infrastructure performance.

SKILLS

- Communication
- Problem-Solving
- Attention to Detail
- Organizational Skills
- Time Management
- Collaboration
- Adaptability

- Analytical Thinking
- IT Asset Management Tools
- Hardware Inventory Management
- Software License Management
- Configuration Management
- ITIL Framework
- Vendor Management

EXPERIENCE

IT Asset Manager / TRUIST BANK - Atlanta, GA / Durham, NC   *06/2019 - 05/2023*

Guarantees the consistent implementation of the Asset Management team's management framework across all projects within the designated portfolio.

- Created a detailed decommissioning plan encompassing backup, hardware removal, and disposal steps to ensure a systematic approach to the process.
- Generated extensive documentation for data center decommissioning and maintained detailed records reflecting hardware changes, contributing to a comprehensive historical account.
- Developed meticulous process documentation to track hard drive disposal through a secure chain of custody, maintaining thorough records for audit purposes.
- Established, maintained, and enforced Asset Management policies, procedures, and processes to ensure consistent adherence throughout the organization.

IT Asset Manager / INSIGHT GLOBAL / DXC TECHNOLOGY - Atlanta, GA   *03/2012 - 05/2019*

- Proficiently utilized DOMS (Data Centre Operational Management Suite), a proprietary automated online web interface, for tracking assets, managing billing, and overseeing capacity management within the data center.
- Took on the responsibility for receiving, asset tagging, storing, tracking, and deploying IT equipment, ensuring the efficient and organized management of the company's technology resources.
- Assisted customers by utilizing the DOMS system to promptly locate equipment at various facilities, demonstrating a commitment to providing excellent service and facilitating seamless access to IT resources.

Data Center Shift Lead / MBS / HEWLETT PACKARD - Atlanta, GA   *02/2004 - 09/2011*

- Managed the tracking, storage, and movement of media within onsite and offsite storage facilities, ensuring efficient organization and accessibility of critical data.
- Prepared media for the backup process, including performing daily media ejects and mounts, contributing to a seamless and reliable data backup system.
- Processed all special requests received, such as ad hoc backups and restores, demonstrating flexibility and responsiveness in addressing unique data management needs.

MILITARY EXPERIENCE

UNITES STATES ARMY   **Honorable Discharge**
Network Operation Center Senior Supervisor

- Orchestrated the design and management of a wireless voice, video, and data network, showcasing expertise in planning, implementation, and operation of advanced communication systems.
- Demonstrated leadership by supervising and being accountable for over $4 million of radio and cellular equipment, ensuring optimal performance and resource utilization.
- Controlled the secure receipt, storage, and transfer of sensitive communication security materials, highlighting a commitment to maintaining confidentiality and adhering to security protocols.
- Provided training and supervision for personnel, equipping them with the necessary skills for effective job placement on radio equipment, contributing to a skilled and capable workforce.

EDUCATION / CERTIFICATION / PROFESSIONAL DEVELOPMENT

- Certified IT Asset Manager (CITAM)
- Certified Software Asset Manager (CSAM)
- Certified Hardware Asset Manager Professional (CHAMP)
- Certified Asset Manager Professional (CAMP)

EARNED AT CENTRAL TEXAS COLLEGE, KILLEEN, TX

- Certified Microcomputer Specialist
- Honor Graduate Telecommunication Operations Chief
- Certified ATM (Asynchronous Transfer Mode) Switch Operator
- Leadership Development Course