

# CHARLES FERRER

## IT ASSET MANAGER

 [linkedin.com/in/charles-ferrer-51530279](https://www.linkedin.com/in/charles-ferrer-51530279)

 Charles.Ferrer@aol.com

 623-297-2451

 Chandler, Arizona

### RELEVANT SKILLS

- Asset Life-Cycle Management
- Audit Support
- CMDB
- Consulting
- Contract Review
- Compliance & Legislation
- Documentation Management
- Flexera
- Hardware Asset Management
- Office 365
- Policy Management
- SaaS
- Software Asset Management
- ServiceNow
- Snow
- Software Licenses
- Vendor Management

## About Me

Certified IT Asset Manager with experience in acquisitions, audits, cost saving, organization, policies, procurement to disposal, purchasing decisions, security, service level agreements, software contracts, technical support and building long-lasting working relationships with vendors. Looks for ways to improve existing policies and develop new employee awareness programs. Proven ability to manage multiple projects while meeting challenging deadlines. 10+ years of experience coordinating, planning, and managing IT functions in a high-volume environment. And over 20 years of experience in IT Services. Excellent reputation for resolving problems and improving overall business functions.

## WORK EXPERIENCE

**IT Customer Coordinator** - Washington, DC- Remote  
Insight Global/Peraton/OCC - August 2023 - Current

- Department of Treasury Public Trust clearance granted by the OCC
- POC for Computer Refresh assistance.
- Review incoming incidents and requests, both computer generated and verbal, sort, code and prioritize for proper action.
- Provide technical support for escalated tickets to various applications and systems- ServiceNow, Microsoft Office, VPN, etc.
- Modify ITAM records to reflect live data
- Monitor replacement and return computers to complete the refresh process.

**Senior Deskside Support Technician** - Princeton, NJ  
HCL Tech./ Acadia Pharm. April 2023- June 2023

- Investigate and resolve Service Desk tickets (Incidents, Problems, Service Requests) as assigned.
- Provide support services for Client's conference rooms, including set up of audio visual equipment as necessary
- Provide white-glove service for VIP's for all incidents, service requests, etc.
- Support end users with virus/malware related issues; helps repair systems; train end users on safe and secure IT behaviors.
- Follow established asset management processes in a timely manner to ensure accuracy of inventory quantities and locations
- Makes proactive recommendations for site-specific IT improvements.

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### RELEVANT SKILLS

- 365 Admin center
- Active Directory
- Apple Devices
- Asset Management
- Azure
- Customer Service
- Desktop troubleshooting
- Effective Communication
- Hardware troubleshooting
- Intune
- Network troubleshooting
- Office 365 applications
- Office 365 Defender Portal
- Office Purview Compliance Portal
- Printer Troubleshooting
- SharePoint
- Software Troubleshooting
- Veeam

### WORK EXPERIENCE

#### IT Asset Administrator & Technical Writer

Integra LifeSciences- Princeton, NJ *Sept. 2015 to Sept. 2022*

- Led the integration of existing assets into ServiceNow
- Managed IT hardware and software life cycles
- Negotiated and managed IT vendor relationships and contracts from procurement to disposal.
- Updated and maintained database to address budgeting, software compliance, inventory, contracts, and cost.
- Developed and maintained technical and training documents, and managed knowledge database.
- Provided technical support for on-site conference rooms and remote meeting.

#### IT Manager

1SourceVideo- Hazlet, NJ *February 2013 to September 2015*

- Conducted operational audits to evaluate the efficiency of hardware, software, and communications components
- Led the onboarding and training of new employees
- Successfully moved distribution center to new location

#### Network & Systems Engineer

Rebounderz - Edison, NJ *May 2011 to January 2013*

- Designed, installed, configured and maintained computers, network, POS systems, and security systems

### EDUCATION

#### AVTECH Institute of Technology

South Plainfield, NJ

Major- Computer & Network Engineering

Relevant Coursework: A+, N+, S+, CCNA

#### Kingsborough Community College

Brooklyn, New York

Major- Information Systems

### CERTIFICATIONS

**Certified IT Asset Manager (CITAM)**

**Certified Asset Management Security Expert (CAMSE)**

**Certified Software Asset Manager (CSAM)**

**Certified Hardware Asset Management Professional**

**Certified IT Asset Disposition (CITAD)**

**Certified Mobile Asset Manager (CMAM)**

**Certified Asset Management Professional (CAMP)**

Institution: International Association of Information Technology Asset Managers 2022

**Microsoft Certified IT Professional (MCITP)**

Institution: AVTECH Institute of Technology 2011