

# W. DAVID MATHIAS

## IT ASSET MANAGER

CERTIFIED HARDWARE ASSET MANAGEMENT PROFESSIONAL (CHAMP)

CERTIFIED ASSET MANAGEMENT PROFESSIONAL (CAMP)

CERTIFIED SOFTWARE ASSET MANAGER (CSAM)

512.366.0682 | [dmathias@mygrande.net](mailto:dmathias@mygrande.net) | [www.linkedin.com/in/wdavidmathias](http://www.linkedin.com/in/wdavidmathias)

### Customer-Focused & Outcome-Based IT Asset Management Professional

Accomplished IT Asset Management Professional and SME proficient in ITAM, HAM, SAM, and ITAD, providing tailored ITAM solutions for Fortune 500 companies and state agencies. Recognized for expertise in the design, implementation, and management of ITAM processes, governance, and operations to unlock hardware and software asset cost saving, support business continuity, ensure compliance with software licensing agreements and regulatory requirements, and streamline asset lifecycle management processes.

Skilled in implementing ITAM best practices with adherence to strict industry standards and regulatory requirements to enhance organizational visibility and enable informed decision-making through data-driven insights and analytics.

### Strong Team Leader and Stakeholder Relationship Builder

Employ a lead by example management approach, coaching and mentoring global teams engaged to deliver exceptional service to customers. Adept at fostering collaborative relationships with internal and external stakeholders, including technical, procurement, vendor management, and IT leadership teams to deliver strategic objectives and to maximize stakeholder value.

#### ITAM Leadership Expertise

• IT Asset Management & Governance	• ITIL & ITAM Best Practices	• HAM   SAM   ITAD	• Software License Agreement Compliance
• Enterprise, Private & Public Cloud Platforms	• Flexera   ServiceNow	• Software Audit	• Onshore & Offshore Team Leadership
• Physical & Virtual Infrastructure	• Data Centers   CMDB	• Team Leadership	• Team Engagement & Performance Review

## PROFESSIONAL EXPERIENCE

NTT DATA SERVICES & DELL SERVICES (*NTT Data Acquired Dell Services in 2016*) | Austin, Texas • 1999 – 2023

### Asset Management Services, IT Program Lead | Delivery Specialist Advisor (2013 – 2023)

Retained by NTT DATA following the acquisition of Dell Services to lead IT asset management (ITAM) under managed services contracts for major customer accounts. Drove the lifecycle management and governance of technology assets following ITIL v4 best practices and ensured all assets were properly inventoried, maintained, and disposed of according to established policies and procedures. Led and coached a team with dotted line accountability for up to 9 US-based/offshore-based SME leads and project-based resources, including purchasing and contract analysts, hardware and software asset management experts, and configuration management leads. Managed delivery of quality services by the team, provided feedback on work performance, and generated performance reviews.

- Oversaw the delivery of customized solutions, covering data and asset management for enterprise, public, and private cloud platforms and physical and virtual infrastructure, including computers/devices, networks, firewalls, storage devices, servers, data centers, a colocation facility, and a remote disaster recovery facility.
- Identified, recorded, and managed all assets, categorizing to ensure alignment to terms and conditions of the software licenses.
- Tracked and maintained purchase orders, software licenses, warranties, maintenance agreements, vendor contracts, equipment availability, and disposal compliance of legacy equipment and data.
  - Created dashboards and generated reports to provide insight into the age, performance, compliance, and value of IT assets.
- Provided input to enhance clients' policies, processes, procedures, systems, and reporting.
- Leveraged Flexera FlexNet Management Suite and ServiceNow for IT asset management, discovery, and automation capabilities.
- Oversaw the review of software and hardware purchase orders and invoices and the input of accurate advanced shipping notification reports into Flexera and ServiceNow to improve asset tracking.
- Coordinated the retirement and disposal of legacy hardware assets with 3<sup>rd</sup>-party disposal services, ensuring certificates of destruction and data sanitization were appropriately maintained and archived.
- Advocated for ITAM best practices, establishing, enforcing, monitoring, and improving processes, standards, and controls.
- Participated in vendor training to maximize ITAM tools and processes.

## PROFESSIONAL EXPERIENCE (Continued)

### Key Accounts

#### STATE OF TEXAS AGENCY ACCOUNT

Selected to take over this troubled managed services program for a government agency that lacked standard systems and contract compliance mechanisms. Collaborated with the agency's staff to implement consistent processes and regular audit schedules to gain visibility into 16K IT assets and to ensure compliance to software licensing contract requirements.

- Managed relationships with agency's procurement, vendor management, and IT leadership teams to prioritize software vendors, review and manage software application purchases/renewals, and ensure contract deliverables were met to comply with state audits.
- Introduced ITAM best practices to the agency and overhauled the agency's IT asset PO processes to ensure the agency was compliant with software licensing contracts.
- Configured Flexera FlexNet Management Suite and analyzed millions of rows of error data in collaboration with the data tools team to correct process and quality issues and facilitate the audit of ServiceNow data.
- Guided the director of procurement through more efficient PO processes to ensure complete and accurate data was entered into Flexera, including end-user license agreements, master service agreements, contracts, and terms and conditions.
- Tracked metrics and ensured the team met monthly contractual reporting obligations aligned to customer SLAs.
- Drove a thorough review and validation process to identify and reconcile discrepancies between the CMDB records for agency servers and the Department of Information Resources' CMDB to improve the reliability and effectiveness of the data.
- Collaborated with the vendor management team to develop risk prioritization matrices, effectively assessing and prioritizing the potential impact of software publishers on the agency and serving as invaluable tools to proactively identify and mitigate risks.
- **Saved \$300K annually by holding asset managers accountable for the decommissioning of legacy assets.**
- Led team in the transition of ITAM responsibilities to the customer at the termination of the contract, executing controlled processes and providing extensive customer education for a smooth and respectful transition.

#### FORTUNE 500 HOSPITALITY COMPANY ACCOUNT

Selected as the first lead for the newly formed IT asset management practice and directed comprehensive IT asset lifecycle management for 3,500+ enterprise devices within a datacenter and a colocation facility with expansion to a remote disaster recovery facility. Implemented strategic initiatives, built essential capabilities, optimized and automated processes, and enhanced reporting and analytics functionalities. Managed shared responsibility for hardware and software obligations between the customer and Dell/NTT DATA.

- Transformed the ITAM practices within the account from a baseline of zero processes and practices and elevated the ITAM maturity level to a robust level 3 with advanced tools and methodologies.
- Implemented, maintained, and upgraded asset management database tooling through Flexera and ServiceNow in collaboration with the Dell/NTT Data technical teams.
- Reconstructed the purchase history of the account's managed services engagement from legacy purchase data and built a fixed asset registry to record all assets transitioned to NTT Data following the divestiture of Dell Services in 2016.
- Built and managed relationships with Dell teams to obtain authoritative data/maintenance contract information on asset purchases, warranties, and services to ensure visibility to cost, renewal timelines, and coverage.
- Facilitated asset lifecycle reporting from vendors, including Cisco, Dell, Dimension Data, etc.
- Led the accurate inventory and auditing of hardware migrated from the customer's previous datacenter partner to Dell's datacenters.
- Established a regular physical inventory schedule to verify and align ghost assets and configuration records to accurately reflect the hardware in the environment.
- Created software vendor effective license position statements for Tier 1 vendors and delivered on a customer challenge of an additional 12 publishers within the targeted timeline.
- Captured millions of dollars in cost savings, crafted software vendor audit defense documentation, and effectively mitigated compliance risk in critical compliance areas, safeguarding the interests of both internal and external stakeholders.
- Recommended the implementation of best practices to support the expansion of program scope to leased and EUC devices.

## PROFESSIONAL EXPERIENCE (Continued)

### **IT Recovery Manager, Asset Recovery Services** (2006 – 2013)

Implemented tailored, scalable, and risk-reducing e-waste management procedures for key clients of Dell Managed Services, as well as for Dell's internal IT assets across all US facilities, data centers, and remote workforce. Oversaw vendor and contractor engagements, negotiated detailed statements of work, and ensured adherence to service level agreements for external clientele.

### **Services Advisor, Sales Operations** (May – December 2005) | **Senior Service Account Manager** (1999 – 2005)

Effectively navigated and resolved intricate quality and service escalations, maintaining confidentiality and sensitivity, directly reporting to the Vice President of Sales at Dell Higher Education for all US sales regions. Spearheaded resolution efforts during the critical OptiPlex GX260/270/280 release and support phases, ensuring seamless operations and customer satisfaction.

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*Previous experience at Dell Inc. includes Telephone Support Technician.*

## EDUCATION

### **BA in Political Science** • GRINNELL COLLEGE | Grinnell, Iowa

Information Technology Infrastructure Library (ITIL v3, v4) Coursework | Flexera and ServiceNow Coursework

## PROFESSIONAL CERTIFICATIONS & MEMBERSHIPS

INTERNATIONAL ASSOCIATION OF INFORMATION TECHNOLOGY ASSET MANAGERS, INC.

**Certified Hardware Asset Management Professional (CHAMP) | Certified Asset Management Professional (CAMP)**

**Certified Software Asset Manager (CSAM)**

Various Flexera and ServiceNow Coursework and Certifications

Member, ITAM Forum, <https://itamf.org/> (2023)