

Rhonda Jo Everitt, B.S.

IT Asset Management Leader | ITAM Specialist

CONTACT

📞 623-326-1326
✉ rjeveritt@gmail.com
📍 Peoria, AZ
🌐 [linkedin.com/in/rhonda-jo-everitt-8a521ba](https://www.linkedin.com/in/rhonda-jo-everitt-8a521ba)

EDUCATION

Arizona State University
B.S. in Economics

ServiceNow HAM Fundamentals

ServiceNow SAM Fundamentals

CAREER HIGHLIGHTS

Highlight: Proudly loyal to one company for entire career spanning several roles throughout company history

Highlight: Built ITAM program from 0 to level 3 maturity - asset procurement to EOL retirement, P&Ps, automations and reporting

Highlight: Generated over \$2M in revenue from obsolete IT assets as part of ITAD sales program

Highlight: Implemented and managed a hardware donation program to schools and 501(c)3 charities resulting in over 15,000 devices finding homes where they were needed

PROFESSIONAL SUMMARY

Accomplished and dedicated IT Asset Management Leader with over 20 years of experience in the ITAM industry. Confident in ability to unlock new levels of Team success via ITAM program maturity and governance. Strong track record of exceeding expectations and outperforming targets using skill sets in process improvement and automation. Committed to lifelong learning and continuous improvement.

EXPERIENCE

November 2018 – September 2023

Infrastructure Asset Manager (ITAM), PetSmart, Inc. | Phoenix, AZ

Designed and managed ITAM Program for full asset lifecycle including procurement/receipt to end of life disposal and from manual process to full ITAM within ServiceNow platform with various HAM automations and ITAD sustainability.

- Team leadership including performance management, task assignment, support, coaching/development.
- Implemented, maintained and administrator of asset repository of over 250,000 hardware assets spanning over 5,000,000 asset data points for full lifecycle management of assets valued over \$175,000,000 including CIs within the CMDB.
- Drafted and implemented over 50 ITAM P&Ps across the enterprise resulting in better tracking of assets and decreased losses over time.
- Completed task automation via over 75 Jira stories within ServiceNow for HAM and SAM resulting in 100s of hours time savings annually.
- Built and maintained multiple real-time asset ServiceNow dashboards for leadership including an interactive dashboard for data center disaster recovery.
- ITAD – Introduced a hardware sales program and generated realized revenue of an average of \$200,000 per year from sales of obsolete hardware.
- ITAD – Facilitated the proper recycling of over 2,100,000lb of e-waste to keep it out of landfills as part of self-built IT sustainability program.
- ITAD – Implemented a hardware donation program and donated over 15,000 assets to more than 25 501(c)3 charities and raised over \$50,000 for the company charity as part of an Associate Purchase Program
- Received 2 awards from charity partners for donations and community partnership including supplying a school district with needed technology enabling all students and teachers the ability to move to quickly and successfully to remote learning during the Covid pandemic.
- Developed and led the ITAM Steering Committee to advance ITAM initiatives and elevated the ITAM maturity level from 0 to 3 with tools/methodologies.
- Teamed with IT project managers to ensure successful hardware rollouts within all 1650+ retail stores in terms of removal of existing hardware for disposal and addition of new hardware within the asset repository and lifecycle.

KEY SKILLS

JOB SPECIFIC

- ✓ IT Asset Management
- ✓ Process Improvement
- ✓ Process Automation
- ✓ Program Management
- ✓ Sustainability
- ✓ ServiceNow ITAM/ITSM

INTERPERSONAL

- ✓ Communication
- ✓ Servant Leadership
- ✓ Positive Attitude
- ✓ Teamwork

ADMINISTRATIVE

- ✓ Budget Planning
- ✓ Data Analysis & Reporting

IAITAM

CERTIFICATIONS

-  Certified IT Asset Manager (CITAM)
-  Certified Software Asset Manager (CSAM)
-  Certified Hardware Asset Management Professional (CHAMP)
-  Certified Asset Management Professional (CAMP)
-  Certified Asset Management Security Expert (CAMSE)
-  Certified Mobile Asset Manager (CMAM)
-  Certified IT Asset Disposal (CITAD)

EXPERIENCE CONTINUED

September 2000 – November 2018

Manager of Technology Assets, PetSmart, Inc. | Phoenix, AZ

Designed and managed ITAM Program for full asset lifecycle including procurement/receipt to end of life disposal and managed asset warehouse and store asset depot for ITAM providing in-house cost savings and support.

- Team management of 3+ FTEs/Contractors including performance management, task assignment, support, coaching/development
- Project manager for chain-wide asset deployments to 1600+ retail stores including equipment configuration, training materials, shipment of new equipment/coordination of return/disposal of equipment, asset tracking and project reporting resulting in obsolete asset sales revenue for each project.
- Managed 35 asset stockrooms across several company offices, DCs and vendors for stock levels, reporting and inventory audits resulting in lower spend and increase in secured inventory.
- Asset warehouse facility operations manager including landlord comms, 3rd party vendor relationships, supply orders, OSHA requirements, forklift training/certs, building maintenance/repairs and asset inventories.
- Developed/owned in-house store asset depot process and provided operational support for break/fix replacements, troubleshooting/researching issues, repairs and inventory procurement/management onsite and 3rd party vendor repositories including inventories/reconciliation resulting in over \$150,000/year savings over vendor depot cost.
- Store equipment charge/due back process developer/admin ensuring budget dollars pulled back for missing equipment replacement and adherence to strict monthly budgets for depot asset purchases and field accountability. Resulted in annual lower losses of equipment at the store level and lower depot costs.
- Various reporting: spend for budgeting, sales revenue, lost/stolen reports for LP, shipping cost estimates for project spend analysis, store depot system/device performance, asset data by store/state for in-use tax calculation, financial summaries of IT fixed assets in SAP for depreciation/write offs.
- Owned manual upload process of discovery data from various tools: BigFix, AirWatch, Jamf, Solar Winds, Mist, VHQ, Splunk, BlueFletch, others.

March 1999 – September 2000

Loss Prevention Shrink Analyst, PetSmart, Inc. | Phoenix, AZ

Office liaison for all Loss Prevention field personnel responsible for loss reporting, RTV program, investigation research and support.

- Responsible for tracking company-wide shrink/loss statistics including all exception reporting and analysis for leadership and support for LP field managers in the area of reports, data analysis and investigation research.
- Administrator of corporate RTV vendor payback program and asset protection call-in data and administrator of restitution program for recouping losses from internal/external theft suspects resulting in high dollar recoveries.
- Interview and consult with outside vendors for potential partnerships including such projects as asset protection programs and various software vendors.
- Daily collaboration/project completion with various other departments in corporate environment including, Accounting, Inventory Control, Risk Management, Retail Operations, IT and Internal Audit.
- Spearheaded quarterly LP reporting and data analysis for executive leadership meetings