

IT Asset Management Specialist

Hardware/Software Asset Management – MySQL/SQL Audit Analytical Reporting – Systems
Engineering/Troubleshooting

SUMMARY OF QUALIFICATIONS

- Seasoned and dedicated IT Asset Management Specialist with over 9 years of experience in skills such as Hardware/Software Asset Management, Systems Engineering/Troubleshooting, Desktop Imaging, Asset Disposition, Data Analysis, MySQL/SQL Audit Analytical Reporting, Database Design/Development, MS Office 365 Visual Basic Macro Programming, Data Visualization, Web Dashboard Development, Tooling Automation, Hardware/Software Virtualization, Project Management, Risk Analysis, and Documentation.
- Implemented quarterly/annual asset reconciliation analytical reports and customer users lists for Microsoft and Palo Alto contracts.
- Managed and supported Adobe, Cisco, Citrix, DataMinr, Google Cloud Platform, Microsoft, Oracle, Palo Alto, Salesforce, VMWare, and Zoom asset contracts totaling \$372M for all 116,000 U.S. Department of State (DoS) employees utilizing Microsoft Outlook and ServiceNow Ticketing System ensuring compliance and cost optimization achieving cost avoidance of \$470M.
- Implemented SCRUM style task and project management processes to redefine and update DoS IRM SAM's SOPs for quotes and downloads processes to streamline functionality in ServiceNow for SAM automation efforts to improve efficiency and end user experience.
- Implemented and developed new workstation desktop images in the Health Information Management (HIM) and Finance departments.

TECHNICAL SKILLS

Automation Tools: Automation Anywhere

Databases: phpMyAdmin, MS Access, MS SQL Server, Oracle SQL Server

Mainframe: RACF, NMA, Attachmate/Attachmate VOS

Methodologies/Policies: Agile, SDLC, NIST, SOX, ISO, ITAM, VoLTE

Platforms: Google Cloud Platform, Windows XP, ME, 7, 8, 10, Ubuntu, Apache, CentOS, Fedora, Kali Linux, BackTrack,

Protocols: TCP/IP, UDP/IP, FTP, SFTP, SSH, Telnet

Programming Languages: MySQL, SQL, PHP, R, JavaScript, HTML, C++, Visual Basic, Visual Basic (MS Excel/MS Access/MS PowerPoint) macros

Software Packages: Flexera FlexNet Management Suite (FNMS), ServiceNow, MS Office 365, MS Teams, MS Excel, MS Expressions, MS InfoPath, MS OneNote, MS Outlook, MS Project, MS Visio, MS PowerPoint, MS SharePoint, MS SharePoint Designer, R Studio, Tableau, Wireshark, Salesforce, PuTTY, SSH, Microsoft Authenticator, Sublime 3, Eclipse, Notepad ++, MS Visual Studio, VMWare, Oracle VirtualBox, Google Compute, Google Analytics, Google Web Developer Tools, Minitab 19, SnagIT 2020

Version Control: Tortoise SVN

PROFESSIONAL EXPERIENCE

SAIC Inc., Springfield, VA

Enterprise Licensing Analyst

(Full-Time) February 2021-May 2024

- Managed and supported Adobe, Cisco, Citrix, DataMinr, Google Cloud Platform, Microsoft, Oracle, Palo Alto, Salesforce, VMWare, and Zoom asset contracts totaling \$372M for all 116,000 U.S. Department of State (DoS) employees utilizing Microsoft Outlook and ServiceNow Ticketing System ensuring compliance and cost optimization achieving cost avoidance of \$470M.
- Implemented quarterly/annual asset reconciliation reports and customer users lists for Microsoft and Palo Alto contracts.
- Implemented SCRUM style task and project management processes to redefine and update DoS IRM SAM's SOPs for quotes and downloads processes to streamline functionality in ServiceNow for SAM automation efforts to improve efficiency and end user experience.
- Improved software request processes, enhanced customer relationships, and reduced issues/complaints.
- Provided DoS software license support services ranging from end user assistance, provisioning, migration, online subscription asset activation installs/license assignments, standalone software installs/download assistance, purchases, renewals, task orders, removals, entitlements, procurement package documentation, proof of purchase tracking, purchase requisition tracking, software review approvals, asset remediation, and asset

management (review, process, and track increases in all asset licensing and maintenance requests from initial submission to delivery) utilizing ServiceNow.

- Provided SAM training and mentoring to new employees within team fostering development and knowledge sharing.

Acuity Inc., Reston, VA

Asset Analyst

(Full-Time) March 2019- September 2020

- Provisioned and fulfilled IT hardware, software, and associated services to all 19,000 U.S. Citizenship and Immigration Services (USCIS) end users in Washington, DC and surrounding areas utilizing ServiceNow.
- Provided user support services ranging from end user assistance, migration, software installs, purchases, renewals, removals, entitlement, proof of purchase tracking, network scan reconciliation, download assistance, procurement package documentation, oversight software asset reporting and software asset management (review, process, and track the increase in all software licensing and maintenance requests from initial submission to delivery) utilizing FlexNet Manager Service (FNMS) through Flexera.
- Assisted in special projects such as creating ISR/Change Requests for enterprise license install processes for Microsoft SCCM and providing software training documentation as assigned in support of OIT Strategic Vendor and Management (SVM) Branch.

AT&T Inc., Atlanta, GA

IT-Business Management Specialist

(Full-Time) January 2013-July 2017

- Analyzed and directed E911 (Emergency 911) automation/optimization solutions through utilizing MS Excel monthly trouble ticket reporting and OCS rules/automation Javascript scripts within the Milwaukee Trunking Center for EWSD, DMS100, and 5ESS switching technologies which resulted in over 250 FTE savings.
- Worked individually as well as in a team with the Tooling and Optimization team in the development, testing, and support of the T&O (Tooling and Optimization) Team Project Web Dashboard and Database through the use of MySQL and PHP scripting.
- Evolved and maintained the Mobility Tooling Inventory Database in collaboration with developer by developing a Mobility Tooling Inventory Web GUI reporting front end using MySQL and PHP scripting which assisted in upper management decision-making analysis and elimination of costly duplicated tools used within AT&T Mobility Technology Operations.

INTERNSHIP EXPERIENCE

Lewistown Hospital, Lewistown, PA

Management Information Systems (MIS) Intern

(Internship) June 2011 – August 2011

- Implemented and developed new workstation desktop images in the Health Information Management (HIM) and Finance departments.
- Troubleshot hospital computer, printing, and networking problems within MIS Help Desk.

WORK EXPERIENCE

Dunham's Sporting Goods, Burnham, PA

Part-Time Cashier/Sales Associate

(Part-Time) April 2018-February 2021

Ollie's Bargain Outlet, Burnham, PA

Part-Time Sales Associate

(Part-Time) July 2011- January 2013

EDUCATION

Pennsylvania State University

Bachelor of Science, Security and Risk Analysis, May 2012

GPA: 3.50

Dean's List: 4 out of 8 semesters

CERTIFICATES

ITIL V4 Foundation, December 2023

IAITAM Certified Software Asset Manager (CSAM), August 2023

Oracle Database 12c Advanced SQL Certificate, July 2018

Tableau 10 Essential Training Certificate, August 2017

Information Systems Security (INFOSEC) Professionals Certificate, May 2012

SECURITY CLEARANCES

DoS Secret Security Clearance, January 2021