

## WORK EXPERIENCE

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### U.S Senate Sergeant at Arms

Feb. 2024 – Present

*Senior Asset Management Specialist*

*Washington, DC*

- Reviewed, assigned and monitored the ordering, receiving, shipping, issuance, delivery, transfer, installation, and disposal of equipment; Receives, analyzes and validates all GOE orders and configuration sheets submitted by Senate offices
- Ensured hardware compatibility, pricing and availability of equipment; advised requesting office of any difficulties and worked with staff to resolve issues.
- Added, changed and deleted products and services to the technology catalog; provided customized products, configuration sheets and enhancements to the catalog; provided detailed descriptions of equipment based on user requirements.

### National Oceanic & Atmospheric Administration (Contract)

Apr. 2023 – Nov. 2023

*IT Asset Management Lead*

*Silver Spring, MD*

- Managed operational support for CI records, assets, stock, inventory, models, and product catalog information.
- Partnered with desktop services through Servicenow ticketing to prep/build/configure laptops, desktops, and mobile devices for new hires, break/fix, and refreshes.
- Supported SAM via Servicenow for software licenses during acquisition, management, optimization, and retirement.

### DirecTV (Contract)

Mar. 2022 – Sep. 2022

*IT Asset Manager*

*Remote*

- Provided direct input to the SOPs for team and vendors for the entire product lifecycle
- Managed Disposal cases and end of life asset processes, driving compliance activities. Assisted with hardware audit management, supporting customers to maintain accurate asset records.
- Built and maintained relationships with software vendors and suppliers. Responsible for negotiating contracts, managing renewals, and handling disputes or discrepancies in licensing terms.

### Navy Federal Credit Union (Contract)

Apr. 2021 – Jan. 2022

*IT Asset Manager*

*Remote*

- Optimized value by re-allocating licenses and promoting adherence to established standards.
- Worked closely with branch locations and Operations to conduct accurate cycle counts, perform inventory planning, investigate discrepancies and utilization of hardware assets.
- Increased the lifespan of hardware assets and reduced replacement costs by improving lifecycle management processes.

### National Oceanic & Atmospheric Administration

Sep. 2017 – Apr. 2021

*IT Asset Manager*

*College Park, MD*

- Oversaw inventory in Servicenow to ensure efficient equipment procurement, and optimize asset utilization.
- Served as the ITAM subject matter expert (both SAM and HAM), providing guidance and developing an enhancement roadmap based on stakeholder needs as well as training, and development on how to maintain asset and CMDB data.
- Tracked assets to ensure accurate asset tagging, accounting, and managed asset disposal in adherence to NOAA guidelines

### Hub Group

Feb. 2016 – Aug. 2017

*Asset Manager*

*Chantilly, VA*

- Maintained accurate records of inventory transactions, including purchase orders, invoices, and shipping documents.
- Tracked dispositions, vendor repairs, return to stock, and excess instructions and processing.

## EDUCATION

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### Virginia Commonwealth University

May, 2014

*BS, Business Administration & Management*

*Richmond, VA*

## CERTIFICATIONS & SKILLS

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- **Certifications:** ITIL 4 Foundation; ServiceNow System Administrator, Sunflower Asset Management
- **Skills:** : ServiceNow; Procurement; IT Service Management; ITIL Methodologies; Software Licensing; Vendor Management; Databases; Inventory Control; Problem Solving; Purchase Orders; Excel.