

WILLIAM J. HORAN

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PROFILE SUMMARY

- Active listener who analyzes, anticipates, builds trust, and recommends appropriate solutions
- Adaptable and flexible professional who thrives in a rapidly changing workplace
- Creative multi-tasker who builds rapport with C-Suite, Governance, and Cross-Functional Teams
- Master of written, verbal, and non-verbal communication with a high level of professionalism and discretion
- Adept documenter and proofreader
- Maintain sensitive inventories with a priority on privacy and security
- Implemented strategic revenue-generating initiatives, each resulting in positive financial growth

EDUCATION

Rutgers University, New Brunswick, NJ
Bachelor of Arts

- Concentration: English/Communication
- President, Off-Campus Students Association
- Rutgers University: Intramural Sports – Various Seasons

The Cittone Institute, Edison, NJ
Certification, Computer Programming

- GPA 4.0.

PROFESSIONAL EXPERIENCE

Everise, Inc., Tucson, AZ/Remote 08/2021 – 12/2022
National Manager of IT Assets

- Created two separate initiatives for outstanding equipment returns and damage, significantly increasing revenue
- Improved the company's data analyses by performing data trend analysis
- Established connections with the infrastructure team to improve efficiency in asset performance
- Performed benchmarking to improve the industry practices, incorporating organizational excellence.
- Managed logistic partner and vendors, ensuring compliance and increasing efficiency

GameWick Games, Madison, NJ/Remote 01/2007 – Current
Proofreader, Copyeditor, Writer

- Pre-production proofread/copyedit printed materials for an independent publishing company
- Proof and validate the company's new website content, navigation, and site map hierarchy
- Revise/rewrite/edit articles, scripts, content. Suggest enhancements.
- Test and review new website user interface (WordPress/PayPal/Amazon)

Freight Services, Inc., Tucson, AZ 08/2015 – 07/2016
National Operations Manager

- Lead project for new electronic tracking device to be used in all shipments
- Manage daily shipments of freight for clients nationally and internationally
- Track and trace any missing shipments
- Create and provide pick-up and delivery alerts to our agents for freight

Federal Emergency Management Agency (FEMA), Lincroft, NJ 12/2012 – 08/2013
Logistics Management Specialist

- Supported staff of 2500+ at Joint Field Office and abroad during Super Storm Sandy recovery
- Audited, tracked, and maintained all office equipment
- Monitored and documented performance metrics on all office equipment
- Coordinated equipment installation/repair/removal with outside contractors and document results
- Developed strong relationships with high-ranking Federal and State Officials
- Established and maintained inventory asset management document

JPMorgan/Chase, Inc. (formerly Bear Stearns & Company, Inc.), **Whippany, NJ** 01/2008 – 04/2010

Logistics Manager

- Established new IT Asset Management Department and storage facility from ground up
- Became subject matter expert for new inventory software package (Asset Point)
- Documented inadequacies in software and suggested improvements to vendor
- Reviewed and confirmed IT lease schedules and related information
- Developed relationships with outside contractors establishing service guidelines
- Spearheaded project with external vendor to dispose of decommissioned IT equipment ensuring no data left in servers, in accordance with State and Federal Laws and corporate policy; obtained certificates of destruction
- Managed “white glove” authorized providers for critical/at risk shipments containing company data
- Authored documents detailing all operational procedures of the Logistics Manager

Munich Reinsurance America, Inc., Princeton, NJ 01/2007 – 11/2007

IT Asset Management Specialist

- Proactively managed all IT hardware assets, both purchased and lease schedules
- Maintained the Asset Management Inventory System for all Installs, Moves, and Changes (IMAC’s)
- Led project for disposal of IT equipment with vendor, in accordance with Laws and corporate policy; obtained certificates of destruction
- Periodically audited hardware assets and reconciled inventory with database records

Educational Testing Service (ETS), Princeton, NJ 06/2000 – 12/2005

Methods Analyst/Technical Author

- Interviewed, Subject Matter Experts (SME), drafted, and published resource documents within 24 hour deadline
- Authored new documentation ensuring accurate IT Asset Management process and procedure information
- Developed, tracked, and facilitated all employee training courses as the site Training Coordinator
- Led Governance and Cross-Functional teams to ensure projects do not interfere with operation of Data Center

Metropolitan Life, Inc., Bridgewater, NJ 01/1998 – 12/1999

National Accounts Procedure Analyst

- Documented all departmental procedures
- Installed and maintained new Property and Casualty accounts
- Installation, configuration, and maintenance of all IT Hardware and Software for Voluntary Products Group

International Business Machines, Inc. (IBM), NJ/NC 01/1993 – 12/1997

National Service Planning Executive

- Created new procedures for nation-wide workforce resulting in seven-figure yearly savings
- Development of hardware products and Service Delivery Systems
- Teamed with design engineers to enhance next-generation systems

Computer Engineer (CE)

- Volunteered to lead extremely high-profile, time-sensitive project. Managed 25-35 member teams upgrading POS systems in all locations for major retailer. Success resulted in seven-figure service contract for company and promotion
- Development of hardware products and Service Delivery Systems
- Managed monthly audit of parts and equipment usage, maintaining 100% accuracy
- Developed excellent long-standing relationships with customers by anticipating needs and proactively servicing accounts

ADDITIONAL INFORMATION

- International Association of IT Asset Managers (IAITAM) 05/2023 – Present
- IAITAM Certified Asset Management Professional (CAMP) 07/2023 – Present
- IAITAM Certified Software Asset Manager (CSAM) 06/2023 – Present
- IAITAM Certified Hardware Asset Management Professional (CHAMP) 07/2023 – Present
- Hillsborough Township Volunteer Fire Company #3, NJ: Asst. Engineer, Secretary, VP, Trustee – 20 yrs.
- Dover Little Theatre, Dover, NJ (Community non-profit organization) – Board of Directors, Director of Safety – 6 yrs.