

Sr. IT Asset Analyst

Accomplished Sr. IT Asset Analyst with over two decades of experience in optimizing IT asset management processes and leading teams towards operational excellence. Excel in driving significant cost reductions and efficiency improvements through strategic software license management, hardware standardization, and meticulous financial auditing. Bring a track record of successful software asset management implementations, including role-based licensing strategies that have delivered substantial ongoing savings. Committed to aligning IT asset lifecycles with industry best practices, ensuring regulatory compliance, and enhancing overall ITAM procedures. Excel in environments that require a deep understanding of IT asset intricacies and a hands-on approach to team management and process optimization.

Areas of Expertise

- Project Implementation & Management
- Team Leadership & Management
- ServiceNow SAM Pro Expertise
- Configuration Management Database
- Regulatory Compliance
- IT Asset Management (ITAM)
- Vendor Negotiations & Relations
- Process Improvement & Optimization
- Software License Management

Professional Experience

North Kansas City Hospital, North Kansas City MO
Sr. IT Asset Analyst

2000 — 2024

Optimized software asset management through meticulous administration and tracking of licenses, including Enterprise renewals and SaaS subscriptions, using ServiceNow SAM Pro. Led the Asset Management team in the creation of ServiceNow configuration items and a CMDB to document hardware and software licenses, ensuring precise tracking and compliance. Drove improvements in asset management efficiency, achieving a 10% reduction in costs through vigilant contract management and financial auditing. Aligned hardware and software lifecycle management with industry best practices to maintain regulatory compliance and bolster ITAM processes.

- Successfully implemented role-based licensing of Microsoft E3/F3 for 5.5K employees, resulting in annual savings of \$144K since 2021.
- Justified the removal of Accidental Damage Warranty on new HP devices, saving \$137 per device on approximately 300 devices annually since 2019.
- Spearheaded the ServiceNow SAM Pro implementation, completing it ahead of schedule and achieving a 30% improvement in software asset management efficiency.
- Collaborated with the Development team to optimize the ServiceNow CMDB, Product Catalog, and SAM Pro, improving software lifecycle management policies and processes.
- Implemented new third-party tools to enhance SAM Pro discovery, increasing asset identification accuracy by 25%.

Project Support Analyst

Oversaw acquisition, procurement, repurposing, and disposition of software and hardware. Executed strategic initiatives to optimize team performance, resulting in a significant increase in productivity and efficiency. Collaborated with diverse teams to analyze data trends and develop actionable insights for enhancing operational processes. Negotiated with vendors to standardize hardware and software, enhancing ROI and reducing troubleshooting requirements. Coordinated Statements of Work from vendor contracts, enforcing data protection and compliance with regulations regarding Protected Health Information (PHI). Developed and refined workflows to ensure consistent operational results. Administered asset management policies, utilizing tools like PDQ and Absolute Computrace to maintain accurate asset ownership records. Sustained an updated inventory of critical IT hardware to support uninterrupted daily operations and patient care.

- Optimized bulk purchasing to maximize ROI while minimizing troubleshooting.
- Improved budget forecasting by providing accurate asset counts to IT Leadership.
- Successfully promoted to senior role, demonstrating consistent high performance and leadership potential recognized by upper management.
- Streamlined vendor management process for RFPs and RFQs.

- Reduced asset procurement costs by 15% within one year through strategic management and vendor negotiations.
- Streamlined data governance for retired assets, incorporating Department of Defense (DOD) data wiping standards in SOPs.

Help Desk

Managed and prioritize day-to-day hardware tickets. Installed, configured, and repaired HP, Lexmark, and Zebra printers. Provided basic network troubleshooting for wired and wireless devices. Implemented and maintained standard image for computers and laptops. Established hardware procurement roadmaps with technology partners. Managed vendor relationships and hardware standards. Streamlined IT infrastructure refresh cycle deployment, ensuring accurate capital equipment depreciation. Developed strategies for retired hardware removal based on life cycles and leasing schedules. Collaborated on IT infrastructure refresh cycle planning.

- Achieved 90% SLA success rate, improving customer relationships.
- Decreased hardware and software expenses by 10% within 1 year through strategic vendor partnerships.
- Improved Incident Management success by enhancing ticket prioritization and resolution.
- Reduced hardware downtime through efficient troubleshooting and repair processes.
- Minimized risk and maximized data quality by implementing standardized computer imaging.
- Enhanced project and budgetary planning through data visualization of approved hardware standards.
- Optimized break/fix inventory management, improving response times for hardware issues.

Additional Experience

Jackson County Information Systems, Kansas City, MO

Help Desk

Managed daily and strategic operations of software/hardware assets, achieving significant cost savings and efficiency improvements.

- Maintained inventory of IT hardware for break/fix scenarios.
- Achieved a 90% Service Level Agreement (SLA) success rate by delivering timely customer support and fostering improved client relationships.

Jackson County Dept. Of Corrections, Kansas City, MO

Sergeant/Case Manager

Provided comprehensive counseling, conflict resolution, and problem-solving services to inmates, fostering a rehabilitative atmosphere. Conducted thorough prescreening to assess inmate eligibility for the Electronic Home Detention (EHD) program. Scheduled and led weekly meetings with EHD participants to monitor compliance and progress post-trial. Diligently maintained detailed records of 70-90 inmates' behaviour and activities, contributing to the overall management and operational efficiency of the facility. Assessed inmates' backgrounds and current charges to determine accurate classification, enhancing the safety and security of all within the correctional environment.

- Enhanced facility security by detecting and removing contraband in a significant number of facility searches.
- Executed unannounced shakedowns to intercept prohibited items, maintaining a secure and orderly institution.
- Facilitated the orderly transfer of inmates by managing the prestaging process, ensuring compliance with judicial orders.
- Employed ALERT MULES NCIC for comprehensive background checks, identifying outstanding warrants and criminal histories.
- Accurately documented daily inmate activities, supporting effective facility management and oversight.

Correction Officer

Verified commitment papers for proper inmate detention. Utilized ALERT MULES NCIC system to check warrants and criminal history. Screen and classify inmates for appropriate housing and release. Conduct facility searches and surprise shakedowns. Manage inmate relocation processes. Document inmate activities and maintain accurate records. Streamlined the booking process, improving efficiency and accuracy of inmate intake. Developed expertise in utilizing law enforcement databases for comprehensive background checks. Consistently maintained accurate and detailed documentation of inmate activities and incidents. Contributed to maintaining a secure and orderly correctional environment through vigilant supervision.

- Detected and confiscated contraband in 25% of facility searches, enhancing safety for inmates and staff.
- Implemented effective screening procedures, ensuring proper inmate housing and matrix release.

- Successfully coordinated inmate transfers to various local and state facilities as per judicial orders.
- Demonstrated proficiency in identifying and mitigating potential security risks within the facility.

Education & Certifications

Bachelor of Science in Criminal Justice

Friends University

Associate Of Arts in General

Metropolitan Community College

A+

CompTIA

HIT - Healthcare IT Technician

CompTIA

CMAM - Certified Mobile Asset Management

International Association of IT Asset Managers

CITAD - Certified IT Asset Disposition

International Association of IT Asset Managers

CAMSE - Certified Asset Management Security Expert

International Association of IT Asset Managers

CITAM - CERTIFIED IT ASSET MANAGER

International Association of IT Asset Managers

CHAMP - Certified Hardware Asset Management Professional

International Association of IT Asset Managers

CAMP - Certified Asset Management Professional

International Association of IT Asset Managers

CSAM - Certified Software Asset Manager

International Association of IT Asset Manager